SURVIVAL FACTORS ATTACHMENT

Van Hool Service Bulletin SB2372

Etna, OH

HWY24MH001

(5 pages)

SERVICE BULLETIN
SB2372

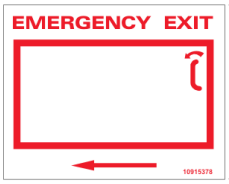
ADDRESSEES	: Owners and operators
VEHICLE MODEL	: All coaches
MANUAL CHAPTER	: 10.34 Body and accessories – Emergency side windows
BULLETIN TYPE	: **Service information**
DATE	: January 08th, 2024
SUBJECT	: **Emergency side window decals**
CONDITIONS	: This service bulletin does not entitle to any reimbursement.

INTRODUCTION

This service bulletin provides you with information about the location of emergency side window decals so that the vehicle meets the National Highway Traffic Safety Administration's (NHTSA) Federal Motor Vehicle Safety Standards (FMVSS) in the U.S and the Canadian Motor Vehicle Safety Standards (CMVSS) in Canada about this subject.

OVERVIEW OF DECALS RELATED TO EMERGENCY SIDE WINDOW

Table 1: Emergency side window decals

VH reference	Figure
660877027	
11372561	
10915390	
10915378	

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TO CHECK FOR PRESENCE OF DECALS

It is the responsibility of the owner/operator to perform regular checks for damaged or missing decals. Replace or apply decals when necessary.

NOTE: There is a possibility that some vehicle has left the factory with redundant decals. Remove redundant decals because they can confuse passengers in an emergency situation.

LOCATION OF DECALS 660877027 AND 11372561

- **Decal 660877027 (figure 1)** must be applied at the inside of each emergency side window, near the emergency window handle. Position the decal approx. 1 inch from the side edge and approx. 10 inches above the lower window ledge.

- **Decal 11372561 (figure 1)** must be applied at the inside of each emergency side window, near the emergency window handle. The arrow shows the direction the handle has to be turned to unlatch the emergency side window. Position the decal as indicated in figure 2.

Figure 1

LOCATION OF DIRECTION DECAL 10915390 OR 10915378 – Figure 2

Table 2: Applicable definitions	
Occupant space	Means a space directly above the seat and footwell, bounded vertically by the ceiling and horizontally by the normally positioned seat back and the nearest obstruction of occupant motion in the direction the seat faces.
Adjacent seat	Means a designated seating position located so that some portion of its occupant space is not more than 10 inches from an emergency exit, for a distance of at least 15 inches measured horizontally and parallel to the exit.

Vehicles may be manufactured with more than one row of seats within the area of the emergency side window. Determine whether an emergency side window release handle is located in the occupant space of each seat within the exit area. If a release handle is not present, a decal 10915390 or 10915378 must be placed within the occupant space to indicate the nearest release mechanism for that exit.

The decal 10915390 or 10915378 should be applied at the inside of the emergency side window, at a distance of 1 inch from the lower emergency side window ledge and within a zone determined by the front and center of the adjacent seat cushion.

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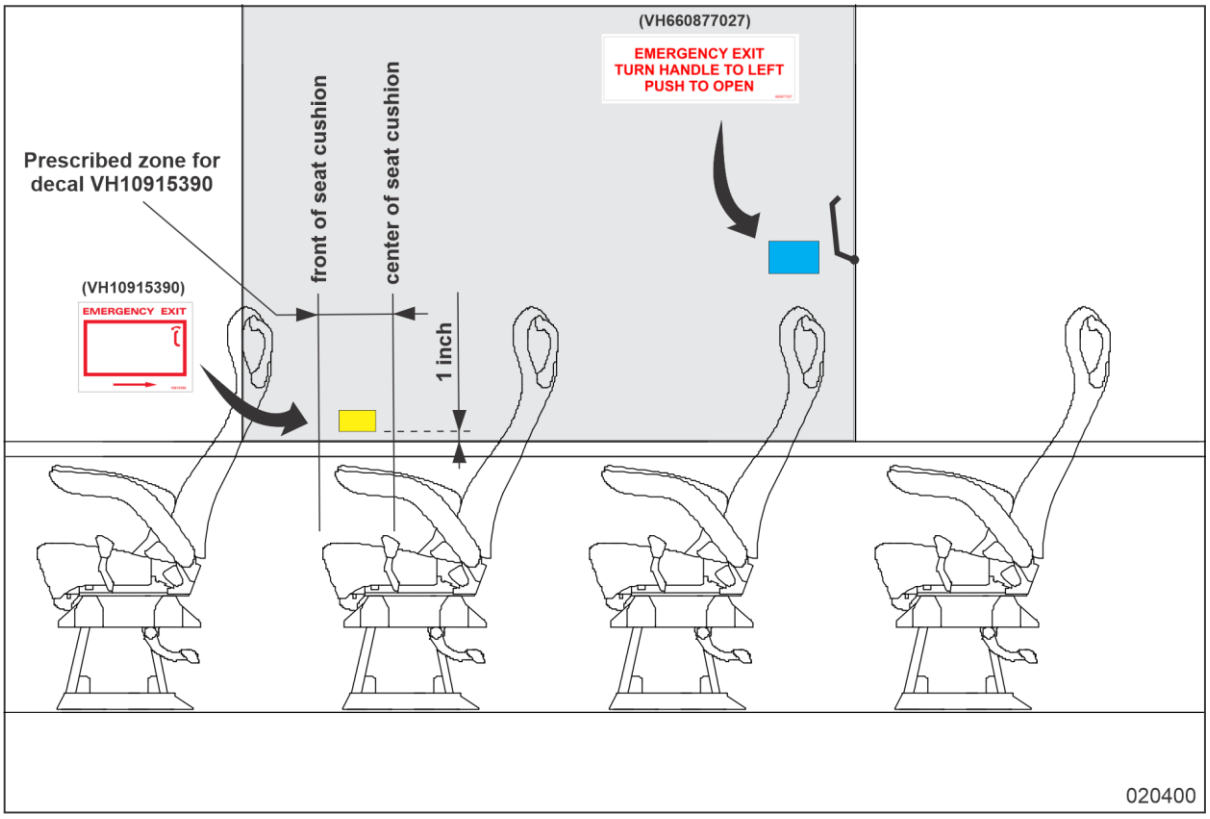

Figure 2: View from inside on an emergency side window

HOW TO REMOVE A DECAL FROM THE GLASS?

Step	Action
1	**CAUTION!** **Do not use sharp tools/blades as this will scratch the glass.** Using a plastic razor blade scraper (or similar tool), remove the decal from the inside of the window. **Figure 3: Decal removal**
2	Use an adhesive remover to clean any residue on the glass.

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HELP DESK

If there are any questions, please call ABC Customer Care & Parts Source toll-free for guidance on 1-877-427-7278. Listen for the prompts for warranty and select that option.

DISCLAIMER

The procedures contained herein are not exclusive. Van Hool cannot possibly know, evaluate, or advise the transportation industry of all conceivable ways in which a procedure may be undertaken or of the possible consequences of each such procedure. Other procedures may be as good, or better, depending upon the particular circumstances involved. Each carrier who uses the procedures herein must first satisfy itself thoroughly that neither the safety of its employees or agents, nor the safety or usefulness of any products, will be jeopardized by any procedure selected.

VAN HOOL CUSTOMER PORTAL

Consult the customer portal regularly for the latest service documentation. In addition to the maintenance manual, you will also find the operating manual and the spare parts catalogue of your vehicle on the customer portal. The customer portal is accessible through www.vanhool.be, and only with a code (password) from Van Hool. If you do not have a password yet, request it by using the above link.

INFORMATION HANDLING

Important additions and modifications regarding technical information not yet included in the manual will be communicated through Service Bulletins.