



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

APR 02 2008

1200 New Jersey Avenue SE
Washington, DC 20590

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Louis Hotard
Director of Technical Services
ABC Companies Inc./Van Hool Division
17469 West Colonial Drive
Winter Garden, FL 34787

PE08-023
NSA-214sjm

Dear Mr. Hotard:

The Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) reviews technical service bulletins submitted by manufacturers of motor vehicles and items of motor vehicle equipment for potentially safety-related matters. As you are aware, we recently reviewed the service bulletin dated January 1, 2008, entitled "DOGA Wiper Motor Change," Bulletin No. 1213 which addresses the change-out of the wiper motor on certain model year buses.

ODI's concern lies in the potential for a wiper motor failure on a bus if this condition is not found and/or corrected. I believe that during your recent conversations with a member of my staff, Mr. Sonny Murianka, it was pointed out that windshield wipers are considered to be a critical safety concern, are mandated by Federal Standard (FMVSS) No. 104, and have been the subject of past manufacturer safety recall campaigns.

The purpose of this Preliminary Evaluation (PE) is to evaluate Van Hool's decision for the issuance of a service bulletin rather than conducting a safety recall campaign. This office believes that this bulletin may be safety related. For purposes of this information request, the following terms are defined unless otherwise described:

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all MY 2004 through 2006 Van Hool 2045, T2140 and T2145 buses manufactured for sale or lease in the United States and **any other model year or model bus** that was produced using the same wiper system and components.
- **Van Hool:** **ABC Companies Inc. and Van Hool N.V.**, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under



the control of Van Hool (including all business units and persons previously referred to), who are or, in or after 2000, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** any malfunction or condition that would create shorting, overloading, inadvertent inoperative wiper motor cycling, failure of the wiper motor and its linkages, or otherwise unsatisfactory performance of the subject vehicle's wiper motor assembly, including all its linkage and mounting hardware. .
 - **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Van Hool, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document, which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies

thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Van Hool or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms “claim,” “consumer complaint,” “dealer field report,” “field report,” “fire,” “fleet,” “good will,” “make,” “model,” “model year,” “notice,” “property damage,” “property damage claim,” “rollover,” “type,” “warranty,” “warranty adjustment,” and “warranty claim,” whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Van Hool has previously provided a document to ODI, Van Hool may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Van Hool’s response to each request, identify the source of the information and indicate the last date the information was gathered.

NHTSA requests that Van Hool provide two complete hard copies along with hardcopy of all attachments, and also provide a copy of its response in Microsoft Word format on a CD.

1. State, by model year, and model, the number of subject vehicles Van Hool has manufactured for sale or lease in the United States.

Provide the table in Microsoft Access 2000, or a compatible format, entitled “PRODUCTION DATA.”

2. State, by model year, and model, the total number of each of the following, received by Van Hool, or of which Van Hool is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles. Provide a copy of each such claim:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a wiper failure, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;

- d. Property damage claims;
- e. Third-party arbitration proceedings where Van Hool is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which Van Hool is or was a defendant or codefendant.

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Van Hool's assessment of the problem, with a summary of the significant underlying facts and evidence. For items e and f, identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each reported wiper issue/event (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, provide a separate cover letter for each claim stating the following information:
 - a. Van Hool's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model, and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date;
 - h. Report or claim date;
 - i. Whether there was a wiper failure event;
 - j. Number of alleged injuries, if any;
 - k. Number of alleged fatalities, if any;
 - l. Summary description of the complaints and resolution; and,
 - m. Van Hool's opinion/assessment of the incidents. Provide a copy of the claim or repair order, any/all field reports and any documents related to or produced by Van Hool during their evaluation of this issue.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

4. State, by model year, and model, a total count for all of the following categories of claims, collectively, that have been paid by Van Hool to date that relate to, or may relate to, the alleged defect in the subject vehicles:
 - a. Warranty claims;

- b. Extended warranty claims;
- c. Claims for good will services that were provided;
- d. Field, zone, or similar adjustments and reimbursements; and
- e. Warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such wiper assembly claim, provide a separate cover letter stating the following documentation/information:

- a. Van Hool's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer, was there a wiper failure event;
- k. Provide a copy of any related document including the claim or repair order;
- l. Comment, if any, by dealer/technician relating to claim and/or repair; and
- m. Van Hool's assessment and resolution.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA."

- 5. Describe in detail the search criteria used by Van Hool to identify the claims identified in response to Request No. 2 and No. 4, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Van Hool on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Van Hool offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
- 6. Provide a detailed **chronology** of all known wiper assembly failure regarding the subject defect, starting from the time Van Hool first became aware of this issue to present. Include all information and provide a copy of any document used at any internal/external meeting(s), meetings with the part supplier, or other manufacturers.
- 7. Produce copies of any/all service bulletins, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Van Hool has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop

manuals. Also include the latest draft copy of any communication that Van Hool is planning to issue within the next 120 days.

8. For each such document provided in responding to question 7, provide a detail explanation as to what precipitated the issuance of the service bulletin/document and its relevancy to the alleged defect.
9. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Van Hool. For each such action, provide the following information:
 - a. Action title or identifier;
 - b. The actual or planned start date;
 - c. The actual or expected end date;
 - d. Brief summary of the subject and objective of the action;
 - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
 - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

10. Describe all modifications or changes made by, or on behalf of, Van Hool in the design, material composition, manufacture, quality control, supply, or installation of the wiper motor and all linkages and mounting hardware, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
 - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
 - b. A detailed description of the modification or change;
 - c. The reason(s) for the modification or change; and
 - d. Whether the original linkage and mounting hardware are the same on the buses built before and after the subject vehicles.

Also, provide the above information for any modification or change that Van Hool is aware of which may be incorporated into vehicle production within the next 120 days.

11. Produce one for each of the following:
 - a. Any replacement part or kits that have been released, or developed, by Van Hool for use in service repairs to the subject component/assembly which relate, or may relate, to the alleged defect in the subject vehicles;
 - b. An exemplar of the new wiper assembly includes the linkages and mounting hardware, along with a schematic/drawings depicting the correct installation and mounting instructions, and any thermal limiting/fuse devices on the subject buses. Also provide the

- same schematic/drawings for buses built before the subject buses and a schematic depicting the wire routing on buses built after the subject buses; and
- c. An exemplar of a wiper motor, a failed wiper motor assembly that was replaced under the subject service bulletin.
12. Separately, for each subject model bus manufactured by your company by model designation or other designation used by your company:
- a. state whether your company has certified that its buses complies with FMVSS 571.104;
 - b. if your company's response to (a) is in the affirmative, as to each such bus:
 - (i.) State the method of certification and describe in detail the factual basis for such certification;
 - (ii.) Produce all documents that describe each such method. Produce copies of all produce copies of the data obtained during production surveillance testing, if any, test data and other materials used as the basis for such certification;
 - (iii.) produce all other test data, including any data reflecting a failure to comply with FMVSS No. 104, and other relevant materials relating to compliance with FMVSS No. 104 that were not used as a basis for certification;
 - (iv.) Produce a copy of the test procedure used for any testing referred to in your company's response to this Information Request; and
 - (v.) State whether the original wiper motor assembly was protected with an overload circuit device.

If certification was performed "out of house" or by the wiper system supplier, still provide the requested data/material.

13. Furnish Van Hool's assessment of the alleged defect in the subject vehicle, including:
- a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses;
 - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
 - f. The reports included with this inquiry.

14. Identify what action Van Hool intends to take in this matter.

This letter is being sent to Van Hool pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Van Hool's failure to respond promptly and fully to this letter could subject Van Hool to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to

perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

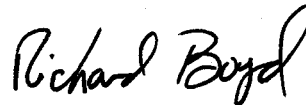
If Van Hool cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Van Hool does not submit one or more requested documents or items of information in response to this information request, Van Hool must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Van Hool's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by **May 12, 2008**. Please refer to **PE08-023** in Van Hool's response to this letter. If Van Hool finds that it is unable to provide all of the information requested within the time allotted, Van Hool must request an extension from me at (202) 366-4933 no later than five business days before the response due date. If Van Hool is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Van Hool then has available, even if an extension has been granted.

If Van Hool claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Van Hool must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Reg. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Van Hool is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter or if after further review into this issue, Van Hool intends on conducting a safety campaign covering the subject vehicles, please immediately call Sonny Murianka of my staff at (202) 366-5196, it may not be necessary to respond to this Information Request.

Sincerely,



Richard Boyd, Chief
Medium and Heavy Duty Vehicle Division
Office of Defects Investigation