



RECEIVED *Defect and trailer manufacturers*

2004 AUG 25 10:05 AM
TRANSMITTED BY TELETYPE AND ORIGINAL BY MAIL

Department Compliance and Regulations
Extension : 3735/2715
Contact : W.GEENS
Our reference : WG902.028

Mr. Kenneth Weinstein
Associate Administrator for Enforcement
National Highway Traffic Safety Adm. (NHTSA)
400 Seventh St., S.W.
WASHINGTON, DC 20590
USA

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

August 27, 2004

Dear Mr. Weinstein,

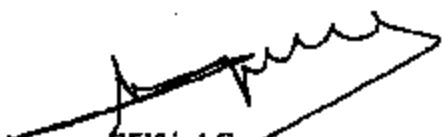
**Re. : FMVSS Standard 573 - Defect and Noncompliance Responsibility and Reports
Main Junction Box - Top Cover - Van Hool Model C2045**

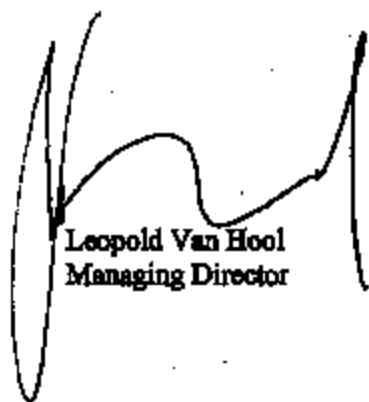
ODI PE 04-048 dd. June 22, 2004.

Van Hool is submitting the following defect report to the agency concerning Main Junction Box.
Please provide us with the NHTSA safety recall number to expedite the enclosed recall campaign.

We appreciate your assistance in this matter and look forward to your comments.

Yours sincerely,


Wilfried Geens
Compliance and Regulations


Leopold Van Hool
Managing Director

Enclosure . Report WG902.016 - 02

cc. VH: Mr. Denis Van Hool@, Mr. Filip Van Hool@, Francis Valkaerts@, Geert Goovaert@,
Luc Hendrickx@, Hugo De Roo@,

cc ABC: Louis Holard@, Georges Huet@,

Van Hool N.V.
Bernard Van Hoolstraat 55
B-2500 Lier Koningshooft
Belgium
Telephone 03/420 20 20
Telefax 03/483 10 65
V.A.T. BE 404.000.083
Registered in Mechelen No. 81.888

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report¹

On April 8, 2004, Van Hool NV and ABC Bus Companies, Inc., distributor for Van Hool N.V., decided to conduct an investigation regarding a possible defect which relates to motor vehicle safety that exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: August 27, 2004

Furnish the manufacturer's identification code for this campaign (if applicable):

Reference - ODI 04-048 dd. June 22, 2004.

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being investigated. If the vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Manufacturer :

Van Hool N.V.

Bernard Van Hoolstraat 58

B-2500 Lier-Koningshooft, Belgium

Import Agent :

ABC Bus, Inc.

17468 West Colonial Dr.

Winter Garden, FL 34787

Identify the corporate official, by name and title, whom the agency should contact with respect to this investigation.

Wilfried Geens - Compliance and Regulations - Van Hool N.V.

Telephone Number: + 32 3 420 27 35 Fax No.: + 32 3 482 44 17

Name and Title of Person who prepared this report.

Wilfried Geens - Compliance and Regulations - Van Hool N.V.


Signed: Wilfried Geens

¹Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 386-5227 or by FAX at (202) 386-7882.

I. Identify the Vehicle Models Involved in the Investigation

2. Identify the Vehicles Involved in the Investigation, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Van Hool **Model Years Involved:** 2000 - 2001 **Model(s):** C2045

Production Dates: Beginning: September 1999 **Ending:** December 2000

VIN Range: Beginning at 45001 to 45222, and from 45501 to 45686

Vehicle Type: Motorcoach **Bodystyle:** Commuter C2000

Descriptive information which characterizes/distinguishes the investigated vehicles from those model vehicles not included in the investigation:

See enclosed leaflet.

Production changes were made as from VIN 45223 and VIN 45687 forward. The top of the main junction box has been closed.

Identify the approximate percentage of the production of all the investigated models distributed by your company between the inclusive dates of manufacture provided above, that the investigated model population represents. For example, if the investigation involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the investigated Widgets of all Widgets manufactured during that time period.

100 % of the C2045 coaches produced during the identified period (up to and including VIN 45222 and 45686)

II. Identify the Investigation Population

3. Furnish the total number of vehicles investigated potentially containing the defect or noncompliance.

Number of Vehicles:

<u>Model</u>	<u>Year</u>	<u>Potentially Involved</u>
C2045 with Cummins engine	2000	63
C2045 with Detroit engine	2000	50
C2045 with Cummins engine	2001	159
C2045 with Detroit engine	2001	136

Total Number Potentially Affected by the Investigation: 408

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100 %

Identify and describe how the investigation population was determined—in particular how the investigated models were selected and the basis for the beginning and final dates of manufacture of the investigation vehicles:

Production cut-in of a change in the main junction box top cover has been provided. Only a few coaches manufactured prior to the cut-in experienced damage due to metallic debris breaking some of the components or causing electrical shorts with the main terminal stud block.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Electrical damage may be caused by interference between a loosen luggage door gas spring (strut) and the electric components in the main junction box.

Describe the cause(s) of the defect or noncompliance condition.

The top of the main junction box is open.

Describe the consequence(s) of the defect or noncompliance condition.

When its inner anchorage separates or when it breaks, the gas strut may drop into the main junction box and may wreck some fuses or relays. This only occurs while manoeuvring the luggage door, that means when the vehicle is parked. In normal circumstances all electrical components are protected against physical damage, short circuit and overload.

Identify any warning which can (a) precede or (b) occur.

A loose /defective gas strut will be detected visually or during opening/closing the luggage door (huge effort to open, limited effort to close). A defective strut has to be replaced.

A blown circuit breaker will protect/disconnect the circuit involved.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Not applicable.

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Not applicable.

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the campaign is for a defect, complete Item 6, otherwise Item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

To date, customers complaints have identified about 5 vehicles which have experienced damage. No accidents, injuries, fatalities have resulted from these incidents. Warranty claims have been filed by ABC-Bus Companies, Inc. with Van Hool N.V.

Detailed information, see exhibit 2 in attachment.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

Not applicable

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the campaign condition and the remedy.

Installation of a top cover panel.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the investigated component/assembly.

The cause of the failure is due to a possible malfunction of the baggage door gas spring dropping into the junction box. Adding a top cover to the junction box will eliminate the cause of the problem.

Identify and describe how and when the investigation condition was corrected in production. If the production remedy was identical to the remedy in the field, so state. If the product was discontinued, so state.

A field modification by means of adding a stud guard installation has been recommended by Product Improvement - Service Bulletin No. 1079 of May 31st, 2001. A top cover has been added from production year 2001, cut-in VIN numbers 45223 and 45687. This prevents the baggage door gas spring from dropping into the main junction box.

The remedy is similar to the production method.

VI. Identify the Investigation Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the investigation.

Subject to NHTSA's approval of manufacturer's proposed field change program including proposed Service Bulletin, we can start this campaign within 30 days after confirmation of NHTSA's approval. The 408 vehicles involved are included in the 677 identified for the campaign with reference ODI 04 - 047, June 18 (Air Tank Retention), therefore both campaigns will be treated simultaneously.

VII. Furnish Investigation Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this investigation from the time your company determines the defect or noncompliance condition on, not just the initial notification. A DRAFT copy of the notification documents should be submitted to this office by Fax (202-386-7882) for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

We refer to :

- ◆ **Service Bulletin No. 1079 (see exhibit 3)**

- ◆ **Draft Service Bulletin No. 1126 (see exhibit 4)**

- ◆ **Owner's Certification Letter (see exhibit 5) : to be provided**

- ◆ **Notification letter (see exhibit 6) : to be provided**

EXHIBITS (to 573 defect Report)

- ◆ Exhibit 1 : Leaflet C2045
- ◆ Exhibit 2 : Overview of warranty claims - WG902.020
- ◆ Exhibit 3 : Service Bulletin 1079
- ◆ Exhibit 4 : Draft Service Bulletin 1126
- ◆ Exhibit 5 : Draft Owner's Certification Letter : to be provided
- ◆ Exhibit 6 : Draft Notification Letter : to be provided

YANHOOL

C2000

Series



ABC
COMPANIES

MAIN JUNCTION BOX - CLAIMS**EXHIBIT 2**

#	CLAIM		VIN	DATE		MILEAGE
	REF. N°	DATE		DELIVERY	FAILURE	
1	US136427	14-mrt-01	45035	14-dec-00	05-mrt-01	36816
2	US130707	14-sep-00	45043	07-jul-02	14-sep-02	8302
3	US303198	26-sep-02	45200	26-mrt-01	16-sep-02	100937
4	US148803	08-nov-01	45686	27-okt-00	08-nov-01	51702
5	US140921	10-jul-01	45641	20-mrt-01	09-jul-01	23802



Service Bulletin No. 1079

Circulate to listed addresses

COACH MODEL	: C2045
BULLETIN TYPE	: Product Improvement
MANUAL & SECTION	: N/A
DATE	: May 31st, 2001
SUBJECT	: Main junction box terminal stud block
TERMS & CONDITIONS	: Refer to the warranty information in this Bulletin.

APPLICATION :

The modification subject of this Bulletin is applicable to the following units :

Model	Engine	VIN
C2045	Cummins	45001 → 45222
	Detroit Diesel	45501 → 45888

DESCRIPTION :

To add protection to the terminal stud block in the basic electrical compartment of the main junction box, a guard should be fitted. Refer to the procedure in this Bulletin for installation instructions.

PARTS :

- Order one kit VH 10752933 for one coach to modify. The kit is suited for C2045 coaches only and contains the following parts :

Description	Qty.
Guard, terminal stud block	1
Bolt, guard mounting, 6x1x25 mm	2

- Parts may be obtained through regular channels.
- Always use genuine maintenance products and parts. Do not accept imitations.

Service personnel : please read, initial and circulate

Service Manager	Parts Manager	Warranty Administrator	Workshop Foreman	Service Technician

Draft document - For review only - Do not distribute



SERVICE BULLETIN No.1126

Circulate to listed addressees

COACH MODEL	: C2045
BULLETIN TYPE	: Field Change Program
MANUAL & SECTION	: N/A
PARTS BOOK REVISION	: No
DATE	: April 28, 2004
SUBJECT	: Main junction box – top cover
TERMS & CONDITIONS	: Refer to the Warranty Information in this Bulletin.

APPLICATION:

The modification subject of this Bulletin is applicable to Commuter Coaches lacking a closing panel on top of the left hand and right hand sections of the main junction box (see reference box below).

Model	Engine	VIN
C2045	Cummins	45001 → 45222
	Detroit Diesel	45501 → 45888

DESCRIPTION:

On the above-mentioned coaches, it is necessary to add a closing panel to the top of the left hand and right hand sections of the main junction box in order to prevent possible damage to electrical components.

For this purpose, easy to install ABS moldings have been made available.
Refer to the procedure in this Bulletin for fitting instructions

Service personnel: please read, initial and circulate.

Service Manager	Parts Manager	Warranty Administrator	Workshop Foreman	Service Technician

Draft document - For review only - Do not distribute

PARTS AND PRODUCTS:

- In order to do the repair, following parts are required:

Part No.	Description	Qty.
VH 10908063	Cover, LH top	1
VH 10861312	Cover, RH top	1
VH 680280110	Sheet metal screw	4

- Parts may be obtained from your nearest ABC Customer Care & Parts Source dealership.

PROCEDURE:

1. General:

- For your information only: the time required to install Van Hool parts # 10861312 and # 10908063 is approximately 0.5 hours.
- This job should be executed by a technician experienced in body and trim repair.

2. Special tools, equipment or services:

- No special tools, equipment or services are required.

3. Preparations:

- Park the coach on a level surface with the front wheels straight. Apply the parking brake and shut down the engine.
- Switch off all systems and turn off the battery master switch.
- Put a "DO NOT OPERATE" tag on the instrument panel.
- Read the entire procedure before beginning to work.

CAUTION: Before working on the main junction box the batteries should be disconnected. Proceed as follows: 1. Disconnect the battery equalizer ground cable. 2. Disconnect the battery ground cable. 3. Disconnect the battery positive cable. To reconnect the batteries, proceed in reverse order.

CAUTION: Observe safe shop practices at all times.

4. To install main junction box top cover molding VH 10861312 (right hand section):

- 1) Open the main junction box door giving access to the "Basic Electric" compartment (see 1, Figure 1).

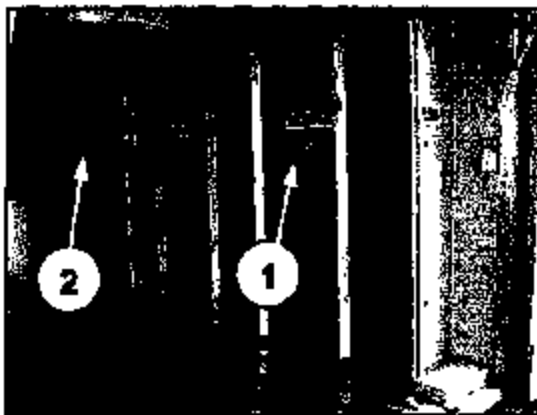


Figure 1: C2045 main junction box

1. "Basic Electric" compartment
2. "Electronics" compartment

Draft document - For review only - Do not distribute

- 2) Check the junction box for the presence of a closing panel (see Figure 2).

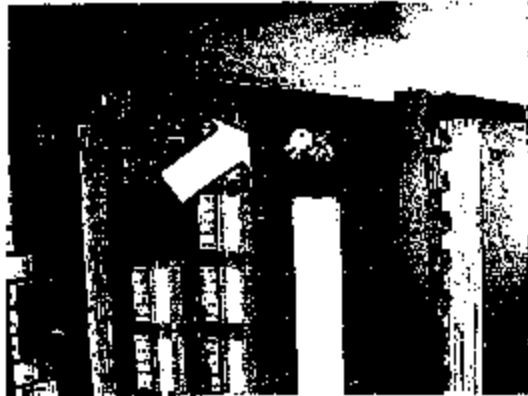


Figure 2: Open top J-box

- 3) Check that the corners of the molding have a clean 90° cut as shown in Figure 3. For a proper fit, molding should be free of flash. Trim if necessary.



Figure 3: Clean 90° cut for proper fit

- 4) Install the molding. Check for proper fit, particularly at the corners (see Figure 4).

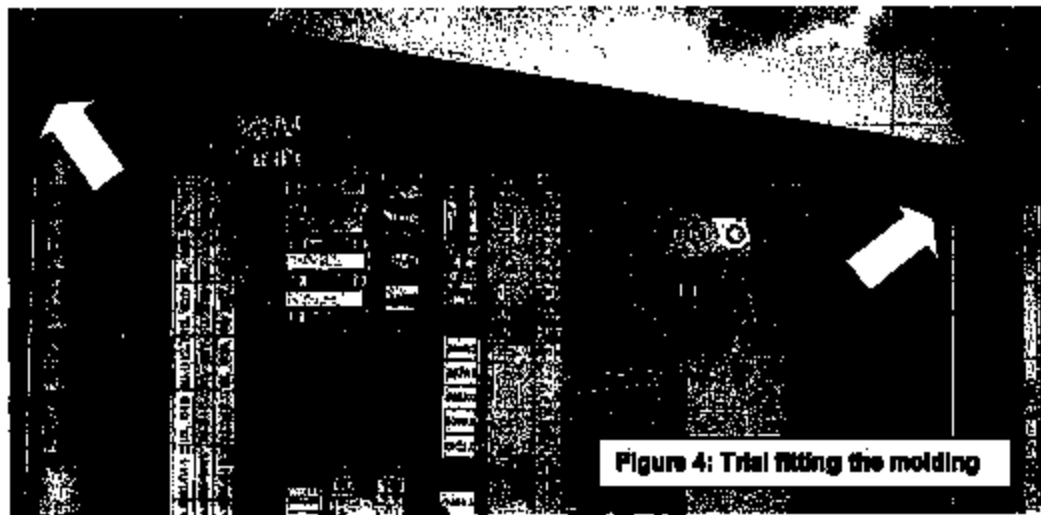


Figure 4: Trial fitting the molding

- 5) At the corners, secure the molding to the junction box channels with two sheet metal screws VH 860280110 (see Figure 5).

Draft document - For review only - Do not distribute



Figure 5: Cover VH 10881312 installed

- 6) Close the "Basic Electricals" access door.
9. To install main junction box top cover molding VH 10906063 (left hand section):
- 1) Open the main junction box door giving access to the "Electronics" compartment (see 2, Figure 1).
 - 2) Install the left hand top cover of the main junction box, proceeding in a similar manner to the installation of the right hand top cover.
 - 3) Close "Electronics" access door.
 - 4) Reconnect the batteries.

Procedure complete.

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.

SERVICE INFORMATION:

Service Bulletins are issued to supplement or supersede information in the Van Hool manuals. Note Service Bulletin number, date and subject on the register at the end of the relevant chapter(s). File Service Bulletin separately for future reference.

Draft document - For review only - Do not distribute

WARRANTY INFORMATION:

1. Claim references:

- Causal part: VH10583136
- Job code: F60087H

2. Terms and conditions:

Van Hool will accept warranty claims for this repair as follows:

Parts:

- Supply: parts may be obtained from your nearest ABC Customer Care & Parts Source dealership.

Labor allocation: 1 hour of labor will be awarded.

Campaign expiration date: Service Bulletin Issue date + 6 months

Claim submission: Contact ABC Customer Care & Parts Source for guidance.

Draft document - For review only - Do not distribute

THIS PAGE HAS BEEN LEFT BLANK INTENTIONALLY