



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

Department Compliance and Regulations
Extension : 2735/2715
Contact : W.GEENS
Our reference : W0902.025

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

August 27, 2004

Dear Mr. Weinstein,

Ra. : FMVSS Standard 573 - Defect and Noncompliance Responsibility and Reports
Power Steering Line - Inspection - Van Hool Models T2145 and C2045

Van Hool is submitting the following defect report to the agency concerning Power Steering Line.
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 W0902.026 - 02

cc: YH: Mr. Dany Van Hool@, Mr. Filip Van Hool@, H. Botendoel@, W. Van Rompuy@,
Luc Hendrickx@, Hugo De Roo@,

cc: ABC: Louis Houtart@, Georges Hamel@.

Van Hool N.V.
Bernard Van Hoolstraat 88
B-2500 Lier Kemingabocht
Belgium
Telephone 03420 20 20
Telefax 03422 30 66
V.A.T. BE 404.060.033
Registered in Mechelen No. 31.868

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

On July 1, 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):

VAN HOOL N.V. : Not applicable at this time

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. §90164.

<u>Manufacturer :</u>	<u>Import Agent :</u>
<u>Van Hool N.V.</u>	<u>ABC Bus, Inc.</u>
<u>Bernard Van Hoolstraat 68</u>	<u>17469 West Colonial Dr.</u>
<u>B-2500 Lier-Koningshooikt, Belgium</u>	<u>Winter Garden, FL 34787</u>

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.

Tel. : + 32 3 420 27 35 Fax. : + 32 3 482 44 17 E-Mail : wilfried.geens@vanhool.be

Name and Title of Person who prepared this report.

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


Signed: Wilfried Geens

¹ Each 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) 366-5227 or by FAX at (202) 366-7882.

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: 2004 Model(s): T2145 and C2045

Production Dates: Beginning: 01/05/2003 Ending: 11/8/2004

VIN Range:

T2145 : Beginning at 44300, and from 44610 to 44619

C2045 : Beginning at 45442 to 45467, and from 45927 to 45934 and from 45955 to 45999 and from 46501 to 46528

Vehicle Type: T2145 - C2045 Bodystyle: Motorcoach

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

See enclosed leaflets, exhibits 1 and 2.

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 T2145 and C2045 coaches produced during the identified period

II. Identify the Investigation Population

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

Number of Vehicles:

Model	Year	Potentially Involved
T2145 with Cummins engine	2004	1
T2145 with Detroit engine	2004	9
C2045 with Cummins engine	2004	18
C2045 with Detroit engine	2004	81

Total Number Potentially Affected by the Investigation: 107

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:

Possible manufacturing inconsistency caused by imperfectly operating the crimp equipment might be the cause of a failure during the period between mentioned beginning and ending production dates.

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.

The hose fittings of the power steering pressure feed lines on the above-mentioned units may have been improperly crimped.

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

Because of manufacturing inconsistency.

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

Some of the crimpings of the above-mentioned power steering line fittings have failed. Under full pressure the hose separated from the fitting or in some cases oil was allowed to build pressure under the outer protective sleeve to burst through it, the outer jacket staying in the fitting.

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

The failure of the lines and the loss of pressure will result in an increased steering force necessary for manoeuvring the vehicle.

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 9 vehicles which have experienced steering power line failures. 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 3, overview of warranty claims, to be provided.

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.**

Remedy will be two fold : An inspection is required to determine the current condition of the crimp fittings. If the inspection determines that the current fittings are improperly crimped, steering line replacement will be required.

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 manufacturer inconsistency. We refer to enclosed draft Service Bulletin P304 (exhibit 4), showing the proposed action for remedy.

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.

Vehicles In stock have been checked before delivery. Operating Instructions for crimping equipment have been optimized as from June 2004.

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 recall remedy including proposed documents (Notification letter, Service Bulletin including Owner's Certification Letter, to be provided) we can start this campaign within 30 days after confirmation of NHTSA's approval.

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 (202-366-7882) 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 (to be provided) :

Proposed Service Bulletin Including Owner's Certification Letter (see exhibits 4+ 6).

Notification letter (see exhibit 5).

EXHIBITS (to 573 defect Report)

- ◆ Exhibit 1 : Leaflet C2045
- ◆ Exhibit 2 : Leaflet T2145
- ◆ Exhibit 3 : Overview of warranty claims - WG 902.029 - to be provided
- ◆ Exhibit 4 : Draft Service Bulletin N° P304 - to be provided
- ◆ Exhibit 5 : Draft Owner's notification letter - to be provided
- ◆ Exhibit 6 : Draft Owner's certification letter - to be provided

VANHOOL

C2000

Series

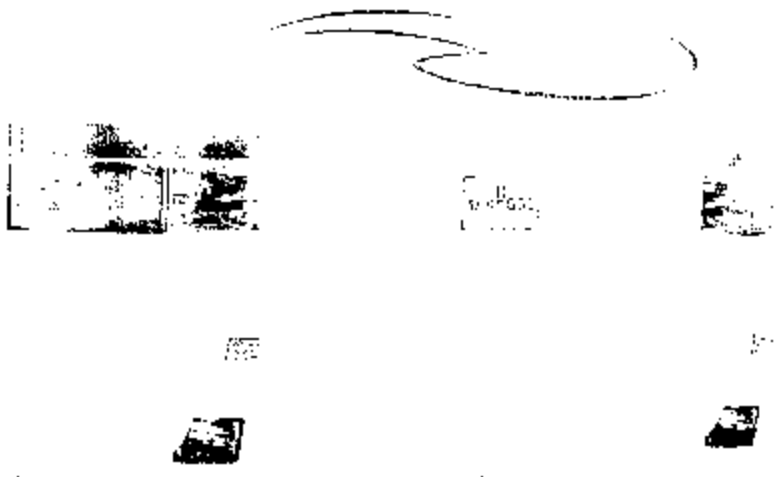
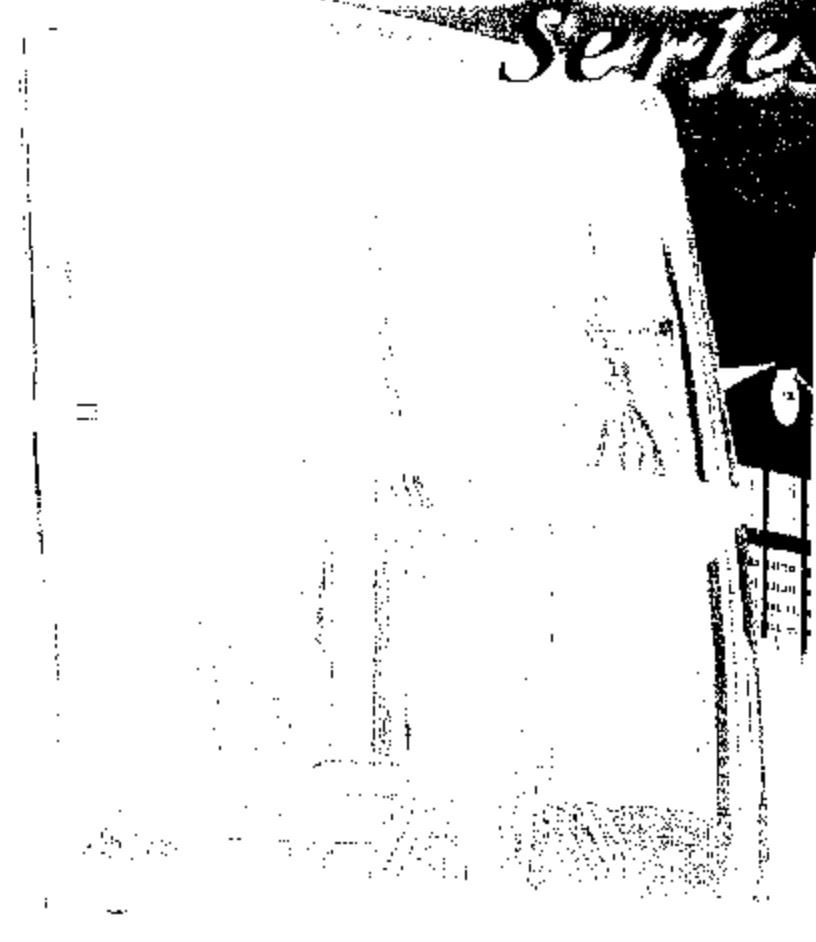


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