



Bus and trailer manufacturers

TRANSMITTED BY E-MAIL AND ORIGINAL BY MAIL

Department Compliance and Regulations
Extension : 2735
Contact : W.GEENS
Our reference : WG902.072

National Highway Traffic Safety Adm. (NHTSA)
400 Seventh St., S.W.
WASHINGTON, DC 20590
USA

F.a.o. Mrs. Kelly Schuler
Recall Management Division

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

January 15, 2007

DEFENDERS INVESTIGATION
JAN 23 10:24

Dear Mrs. Schuler,

Re. : NHTSA - Owner Renotification Letter - Recall N° 04V - 424 - Power Steering Lines

With reference to your letter NVS - 215kjs of December 14, 2006, please find herewith our comments to your request regarding the above mentioned recall campaign.

Please find in attachments :

- Updated Owner List (84 vehicles)
- Draft Owner's Renotification Letter

We will file three additional quarterly status reports, starting with the first quarter of 2007. It will be sent to you not later than April 30, 2007.

Proposed schedule for conducting the owner renotification :

- The date on which the search of current state motor vehicle registration records will be initiated in order to update the original owner list*

Please find in attachment an updated list of the VIN numbers of the currently still affected vehicles

- The approximate date on which the revised owner list will be available to initiate owner renotification*

Revised list is available, see a.

c. *The approximate date on which the owner renotification will begin*

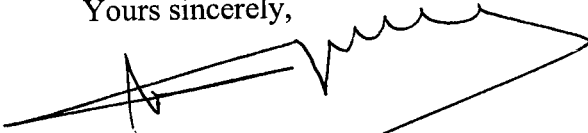
After NHTSA's approval of our draft renotification letter, we (our designated agent for the United States, ABC Companies) will start the procedure to renotify our customers. Estimated date = before February 16, 2007.

d. *The approximate date on which the owner renotification will be completed*

See c., estimated date = before February 28, 2007.

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

Yours sincerely,



Wilfried Geens
Compliance and Regulations

PS. With reference to your letter NVS-215kjs, please note our kind request to correct my name, i.e. **Wilfried Geens**, instead of **Wilfred Greens**. Thanks in advance.

Enclosures : Updated Owner List + Draft Owner's Renotification Letter

cc. VH: *As per distribution list*
cc. ABC (*) : *Louis Hotard@ - Dave Rieke@ - Chuck Avery@ - Anne Archambault@*
(*) : *To be distributed as needed*

NHTSA RECALL 04V-424 - POWER STEERING LINES

T = T2145 C = C2045 January 2, 2007

VIN			VIN			VIN		
1	45800	T	37	45917	C	73	46516	C
2	45801	T	38	45918	C	74	46517	C
3	45802	T	39	45919	C	75	46518	C
4	45803	T	40	45920	C	76	46519	C
5	45804	T	41	45921	C	77	46521	C
6	45805	T	42	45922	C	78	46522	C
7	45806	T	43	45923	C	79	46523	C
8	45807	T	44	45924	C	80	46524	C
9	45808	T	45	45925	C	81	46525	C
10	45809	T	46	45939	C	82	46526	C
11	45435	C	47	45941	C	83	46527	C
12	45436	C	48	45980	C	84	46528	C
13	45437	C	49	45984	C			
14	45439	C	50	45985	C			
15	45444	C	51	45986	C			
16	45446	C	52	45987	C			
17	45447	C	53	45988	C			
18	45448	C	54	45989	C			
19	45450	C	55	45990	C			
20	45452	C	56	45991	C			
21	45453	C	57	45992	C			
22	45454	C	58	45993	C			
23	45455	C	59	45994	C			
24	45456	C	60	45995	C			
25	45457	C	61	45996	C			
26	45905	C	62	45997	C			
27	45906	C	63	45998	C			
28	45907	C	64	45999	C			
29	45908	C	65	46501	C			
30	45909	C	66	46506	C			
31	45910	C	67	46507	C			
32	45911	C	68	46509	C			
33	45912	C	69	46510	C			
34	45913	C	70	46511	C			
35	45914	C	71	46513	C			
36	45915	C	72	46514	C			

DRAFT OWNER'S RENOTIFICATION LETTER

...
(Name + address coach owner)

USA

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

..., 2007

**IMPORTANT MESSAGE PLEASE READ IMMEDIATELY
FOLLOW-UP TO AN EARLIER COMMUNICATION**

Dear Coach Owner,

Re.: NHTSA Safety Recall Program-Campaign number **04V - 424**
Van Hool coaches types T2145 - C2045 : **Power Steering Lines.**
Vin # (....)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Act **and is a follow-up to an earlier communication pursuant to FMVSS §577.10. In the interest of your safety, we urge you to have te recall work for your uncorrected vehicles performed.**

Van Hool NV has decided that a defect which relates to motor vehicle safety exists in certain T2145 and C2045 motorcoaches.

Our records indicate that you are the owner/operator of model T2145 and/or C2045 Van Hool coaches in the VIN range of :

T2145

44300, 44610, 44612 - 44619

C2045

45435 - 45437, 45439, 45444, 45446 - 45448, 45450, 45452 - 45457, 45905 - 45919, 46521 - 46528

Van Hool NV has determined that an inspection is required to check the current condition of the crimp fittings of the power steering lines. Improperly crimped fittings may cause hydraulic steering fluid leakage and inadequate power steering operation, causing a loss of steering control, which could result in a crash without warning.

Therefore Van Hool NV as manufacturers of the coaches has to **renotify** you that replacement of a power steering line will be required in accordance with enclosed Service Bulletin N° 1153 if the current fittings are improperly crimped.

If you do not have the expertise to perform present procedures, do not hesitate to go to your nearest ABC Customer Care & Parts Source dealership or call (877) 427 - 7278.

Liability of Van Hool NV and ABC Companies and subsidiaries will be limited to the taking at their charge of the cost of material and labor only, no additional reimbursement will be made.

Please verify that any "unit numbers" listed above are still in your fleet and call the ABC Companies warranty department at 1 800-222-2871 to order retrofit kits if replacement is required, or contact your nearest ABC Companies facility to schedule an appointment.

If you believe that Van Hool NV and ABC Companies have failed to remedy the defect without charge, you may submit a complaint to the administrator:

National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free auto Safety Hotline at 888-327-4236.

For practical arrangements, additional information, or if you do not operate any of the above coaches, please contact ABC Companies, our designated agent in the United States, address:

ABC Companies
17469 West Colonial Drive
Winter Garden, FL 34787
toll free # : (800) 222-2871
tel # : (407) 656 7977
fax # : (407) 905 7020

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If these inspections and/or replacements are completed by your facility, please fill out the enclosed (Owner's Certification Letter) and return it in the self addressed stamped envelope.

Van Hool NV and ABC Companies apologize for any inconvenience this may cause, however this action is taken in the interest of your safety and continued satisfaction with our vehicles.

Yours sincerely,

VAN HOOL N.V.

Enclosures: - Service Bulletin N° 1153 (including Owner's Certification Letter)



SERVICE BULLETIN No.1153

Circulate to listed addressees

COACH MODEL	: T2145 and C2045
BULLETIN TYPE	: Safety Recall Program – NHTSA campaign number 04V-424
MANUAL & SECTION	: Maintenance Manual: Chapter 7 - Steering Spare Parts Manual: Section 651209 Steering – hydraulic system
PARTS BOOK REVISION	: No
DATE	: December 1st, 2004
SUBJECT	: Power steering line - inspection
TERMS & CONDITIONS	: Refer to the Warranty Information in this Bulletin.

APPLICATION:

The field change program subject of this Bulletin is applicable to following units:

Model	Engine	VIN
T2145	Cummins	44300
	Detroit Diesel	44610 → 44619
C2045	Cummins	45435 → 45439, 45442 → 45457
	Detroit Diesel	45905 → 45934, 45939, 45941, 45955 → 45999, 46501 → 46528

DESCRIPTION:

1. Because of manufacturing inconsistency, the hose fittings of the power steering pressure feed lines on the above-mentioned units may have been improperly crimped.
It is therefore necessary to inspect the installation of these fittings to make sure that the system complies with the design specification.
The inspection applies to the crimp fittings of the engine compartment and center tunnel lines only. At the front of the coach, the center tunnel to steering gearbox line crimp fittings are not affected (see Figure 1).
2. Refer to the procedure, section #4 in this Bulletin for detailed visual inspection instructions.
3. Refer to the procedure, section #5 in this Bulletin for power steering line replacement, should improperly crimped fittings be detected.

Service personnel: please read, initial and circulate.

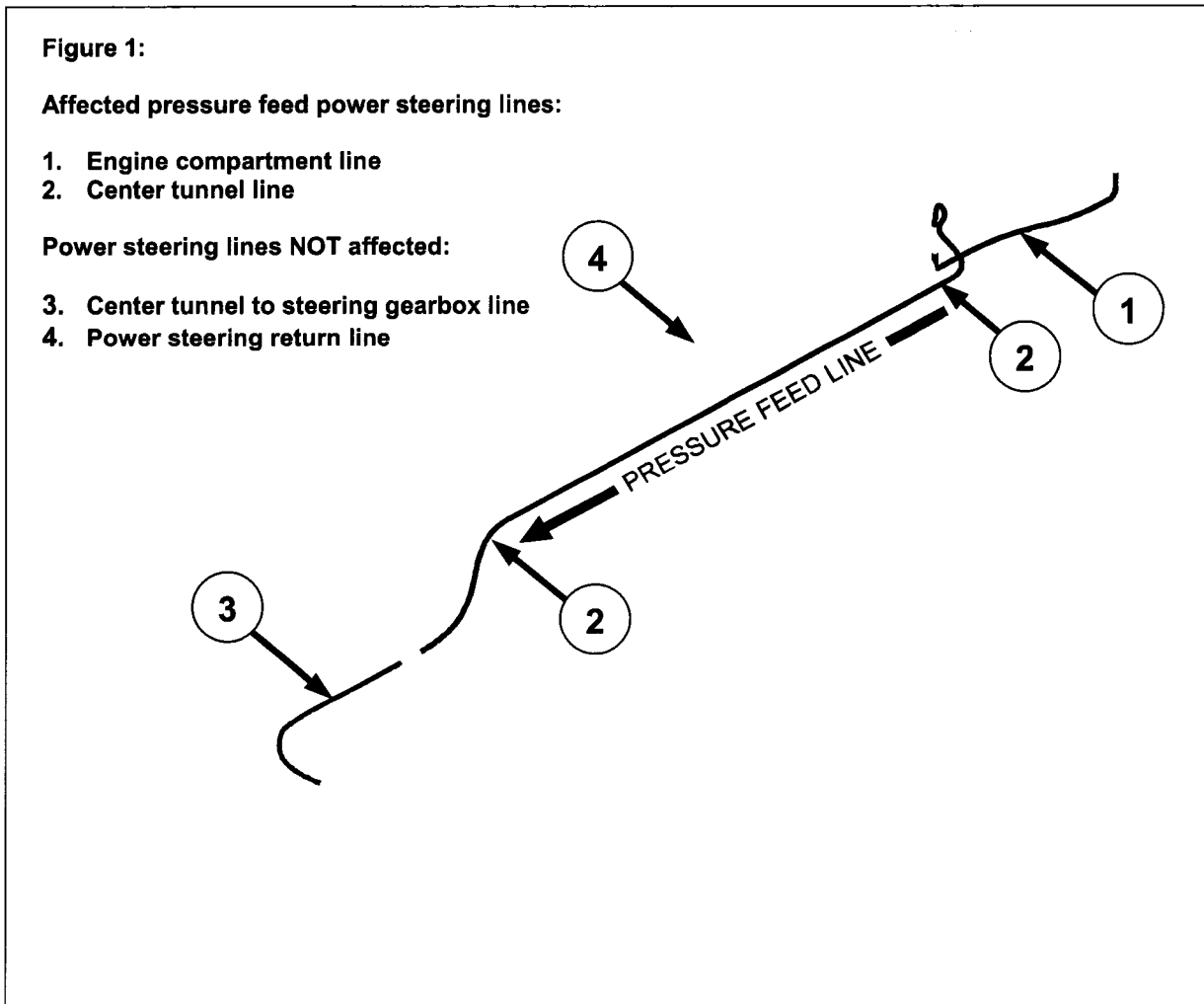
Service Manager	Parts Manager	Warranty Administrator	Workshop Foreman	Service Technician

PARTS AND PRODUCTS:

Engine compartment and center tunnel lines listed only. The center tunnel to steering gearbox line assembly VH 10594097 is not affected (see Figure 1).

Model	Engine	Part No.	Description	Location	L (ft)	Qty.
T2145	Cummins	VH 10726443	Hose assembly, pressure feed	1, Figure 1	8.79	1
		VH 10726440	Hose assembly, pressure feed	2, Figure 1	30.93	1
	Detroit Diesel	VH 10726443	Hose assembly, pressure feed	1, Figure 1	8.79	1
		VH 10726440	Hose assembly, pressure feed	2, Figure 1	30.93	1
C2045	Cummins	VH 10864465	Hose assembly, pressure feed	1, Figure 1	5.87	1
		VH 10726442	Hose assembly, pressure feed	2, Figure 1	35.85	1
	Detroit Diesel	VH 10726446	Hose assembly, pressure feed	1, Figure 1	6.33	1
		VH 10726442	Hose assembly, pressure feed	2, Figure 1	35.85	1

NOTE: Plastic caps VH 637101760, which come with the new hoses, need to be recovered for further use during installation of the new center tunnel line.



- Parts may be obtained from your nearest ABC Customer Care & Parts Source service center. Refer to the Warranty Information in this Bulletin for terms and conditions.
- Parts and products disposition: discard according to applicable environmental regulations.

PROCEDURE:

If you do not have the expertise to perform present procedure, do not hesitate to go to your nearest ABC Customer Care & Parts Source dealership.

1. General:

- Replacement of the pressure feed hose assembly should be done by a service technician having experience with steering system and hydraulics repair.
- For more information refer to the coach Maintenance Manual Chapter 7 - Steering.

2. Special tools, equipment or services:

- Inspection of the hose fittings requires the use of calipers.

3. Preparations:

- Park the coach on a level-surfaced service pit with the front wheels straight. If portable post lifts are going to be used, lower the suspension first.
- Apply the parking brake
- On lift equipped coaches, park the lift in the up position to gain access to RH engine compartment door.
- 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: Observe safe shop practices at all times.

4. To inspect the crimp length of power steering line pressure feed hose fittings:

Job time estimate: refer to the Warranty Information in this Bulletin.

The purpose of this procedure is to check:

1. the crimp length of the affected hose fittings, which should be at least 0.944 inch (24 mm) as indicated in Figure 2.
2. the crimp diameter of the affected hose fittings, which should be 0.893 inch (22.7 mm) maximum as indicated in Figure 3.

Any engine compartment and/or center tunnel pressure feed hose having:

1. a fitting with a crimp length *less* than the above-mentioned value (see Figure 4) should be put out of service.
2. a fitting with a crimp diameter *higher* than the above-mentioned value should be put out of service.

A new hose with properly installed fittings should replace the hose put out of service.

NOTE: If the center tunnel hose has improperly crimped fittings, it can remain installed, but should be capped and labeled, so as to prevent future use.

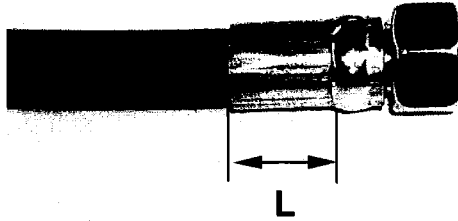


Figure 2: Fitting crimp length L should be at least 0.944 inch

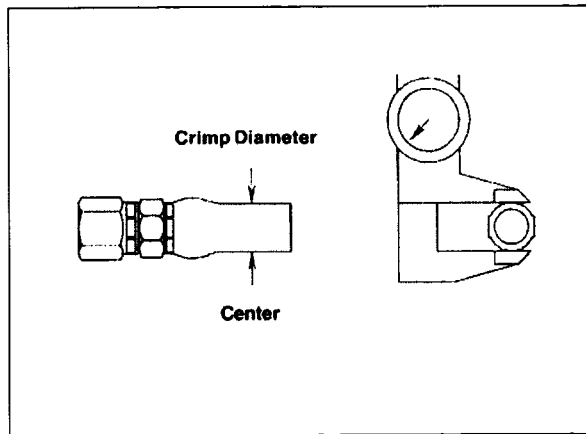


Figure 3: Fitting crimp diameter should be 0.893 inch at most. The crimp diameter is measured in the center of the crimping area

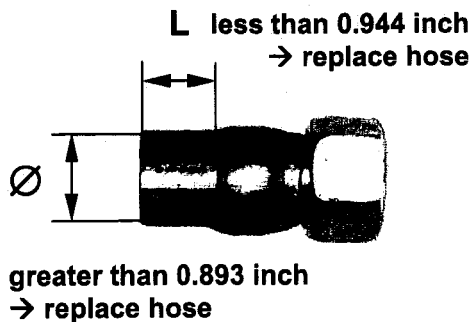


Figure 4: Hoses with fittings having a crimp length less than 0.944 inch and/or a crimp diameter greater than 0.893 inch should no longer be used

- 1) Open the engine compartment rear door, the engine compartment RH side door and the front aisle trap door (T2145 only – on C2045s the steering power line at the front of the coach can only be inspected from beneath the vehicle).

2) Referring to Figures 5 through 10, locate the crimp fittings.

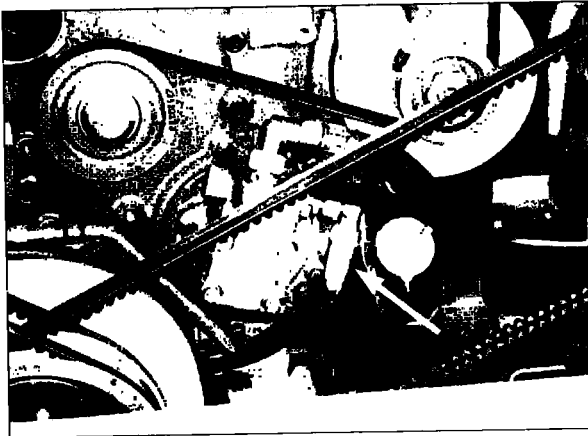


Figure 5: Behind rear engine compartment door - C2045 and T2145 w/ Detroit Diesel engine - pressure feed line at hydraulic pump. Check one crimp fitting.

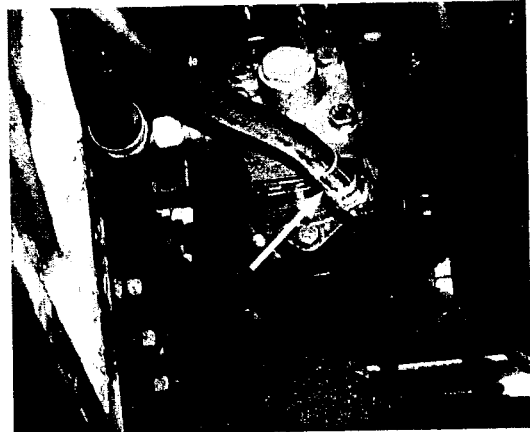


Figure 6: Beneath the coach at the rear - C2045 and T2145 w/ Cummins engine - pressure feed line at hydraulic pump. Check one crimp fitting.

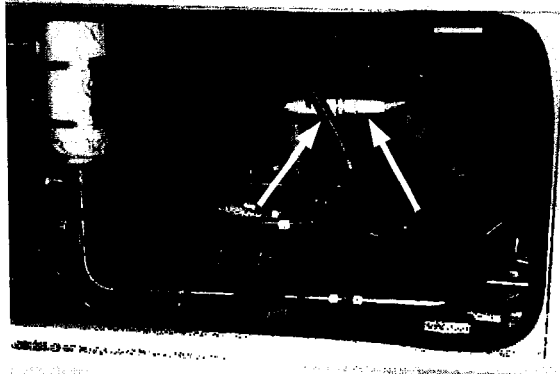


Figure 7: T2145 - Behind the RH engine compartment side door - engine compartment to central tunnel line connection. Check two crimp fittings.

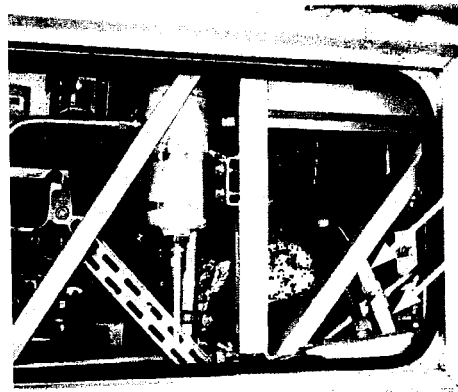


Figure 8: C2045 - Behind the RH engine compartment side door - engine compartment to central tunnel line connection. Check two crimp fittings.

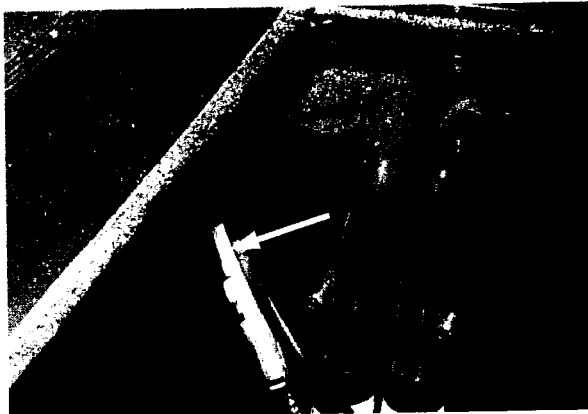


Figure 9: Below the aisle front trap door - T2145 - central tunnel line to steering gearbox line connection. Check one crimp fitting.

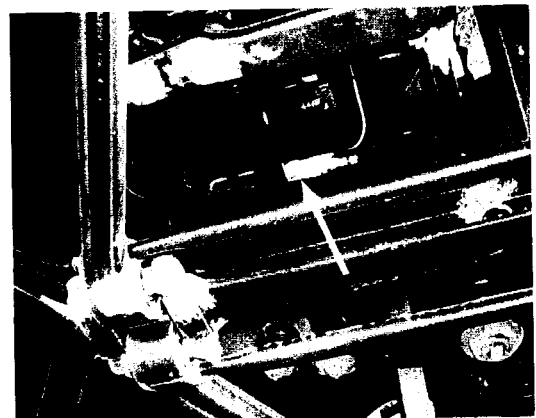


Figure 10: Beneath the coach at the front - C2045 - central tunnel line to steering gearbox line connection. Check one crimp fitting.

- 3) Measure the crimp length and crimp diameter of each fitting referring to Figures 1 and 2.
- 4) If a line fitting is out of spec, replace the affected hose section referring to subsection 5 "To replace the power steering pressure feed lines in the engine compartment and/or center tunnel".

5. To replace the power steering pressure feed lines in the engine compartment and/or center tunnel:

Job time estimate: refer to the warranty section in this Bulletin.

***NOTE:** If you do not have the expertise to replace the power steering pressure feed hose assembly, do not hesitate to go to your nearest ABC Customer Care & Parts Source dealership.*

5.1 Engine compartment line

- 1) At the power steering pump, thoroughly clean the area surrounding the pressure feed line to prevent dirt from entering the pump.
- 2) Take note of the routing of the old hose.
- 3) Cut the tie wraps securing the hose to the chassis.
- 4) Place a canister of at least 3 gallons capacity beneath the pump.
Make sure no spillage can occur.
- 5) Disconnect the engine compartment line at the pump.
- 6) After cleaning the fittings, disconnect the engine compartment line at the center tunnel line.
- 7) Remove the old hose.
- 8) Put the old and the new hose next to one another. Check that the length of the new hose complies with the length of the hose removed.
- 9) Route the new hose as per old installation.
- 10) Connect the new hose to the pump and to the central tunnel line.
Re-use fittings as required. Secure the new hose to the chassis using tie wraps.
- 11) To tighten the nuts of the hose fittings, proceed as follows:
 1. Run-up the nut to hand-tight.
 2. Supporting the opposite hose fitting with one wrench, continue tightening the nut 1/8 to 1/4 turn with another.
- 12) If no further hoses need replacing, add hydraulic fluid and bleed the system as per attached procedure.

5.2 Central tunnel line

The procedure to replace the central tunnel line is similar to that of the engine compartment line. However, the faulty hose can be left in place and does not need to be removed from the coach. Proceed the installation of the new hose as follows:

- 1) After disconnecting the old central tunnel line from the engine compartment line at the rear, and the chassis to steering gearbox line at the front, blow it through with compressed air (30 psi maximum) while an assistant catches the fluid inside the line in a suitable container. Cap the line (using the plastic caps VH 637101760, which come with the new hoses) to avoid fluid spillage. Leave the line in place. Do add a label at both ends indicating that this line should not be re-used.
- 2) Run the new hose through the spare line duct above the fuel tank at the front (see Figure 11).
- 3) Next run the new hose along the old central tunnel line in the luggage compartment.
- 4) Finally, run the new hose to the engine compartment via the spare line duct above the drive and tag axles (see Figure 12).
- 5) Secure the new line to the old one with tie wraps.
- 6) If no further hoses need replacing, add hydraulic fluid and bleed the system as per attached procedure.



Figure 11: Spare line duct at the front of the coach with new central tunnel line installed

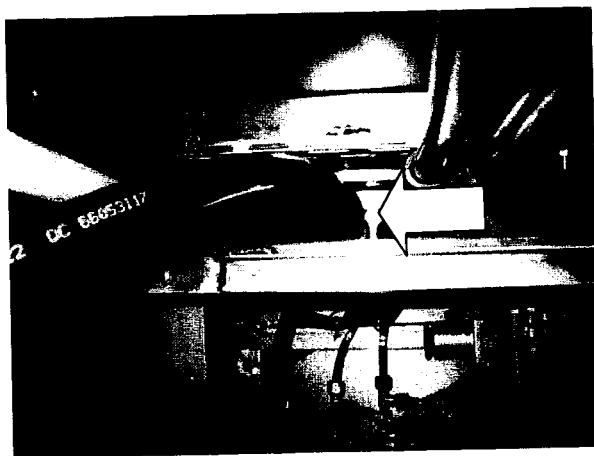


Figure 12: Spare line duct at the rear of the coach with new central tunnel line installed

5.3 To bleed the power steering system

- 1) Chock the drive wheels and jack-up the coach so that the front wheels are clear off the ground.

- 2) Unscrew the fluid reservoir cap and fill the reservoir to the neck with hydraulic fluid (DEXRON – IID, IIF or IIG have all been approved for this application).
- 3) Be ready to top up the fluid while an assistant starts the engine.
With the engine idling, the fluid level in the reservoir will drop rapidly. Add new fluid at the same rate to avoid the reservoir emptying and air being drawn into the system.

NOTE: Start the bleeding procedure no sooner than when the fluid in the reservoir remains at "MAX" mark while engine is running. DO NOT run the engine above idle speed to avoid fluid foaming.
- 4) With the engine idling, turn the steering wheel slowly all the way to the right and to the left.
DO NOT apply effort at the steering knuckle carrier stop positions.
Have an assistant keep the reservoir topped up by continuously adding new fluid.
Continue this procedure until the fluid level remains constant and the reservoir is free from air bubbles.
- 5) Stop the engine The system is properly bled if fluid rises no more than 3/8 to 3/4 inch above the "MAX" mark on the reservoir housing.
- 6) Refit the fluid reservoir cap and lower the wheels to the ground.
- 7) Check the new hose(s) for leakage at the fittings.
- 8) Close the access doors and remove the wheel chocks.

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.

WARRANTY INFORMATION:

1. Claim references:

- Causal parts: VH 10726443, VH 10726440, VH 10864465, n VH 10726442, VH 10726446
- Job code: D21421V

2. Terms and conditions:

***NOTE:** Owners are required to certify on the standard notification document attached to this Bulletin that the field change procedures have been executed in accordance with the manufacturer's instructions.*

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

Parts:

- Supply: parts may be obtained free of charge from your nearest ABC Customer Care & Parts Source dealership.
- Disposition: discard parts according to applicable environmental regulations.

Labor allocation:

Labor will be awarded as follows:

- Inspection: coaches without lift: 0.5 hours
coaches with lift: 0.75 hours
- Center tunnel hose replacement: 1.2 hours
- Engine compartment hose: 0.3 hours
- Hydraulic fluid refill + bleeding the system: 0.3 hours

Campaign expiration date: Service Bulletin issue date + 6 months

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

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OWNER'S CERTIFICATION LETTER

ABC Companies
17469, West Colonial Drive
WINTERGARDEN. FL 34787

USA

Re.: NHTSA Safety Recall Program-Campaign number **04V - 424 - Power Steering Lines**

We wish to inform you that the Van Hool motorcoach with the last five digits of the VIN # being:

...

has been reviewed in accordance with Service Bulletin N° 1153 and (please mark as appropriate) :

has been inspected in our workshop in accordance with section #4 of that Service Bulletin

has been retrofitted in our workshop in accordance with section #5 of that Service Bulletin

The above was completed on ... (date).

OWNER's signature

Date: ...