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## NONCOMPLIANCE INFORMATION REPORT

2005 MAY -9 P 14

Van Hool N.V. has determined that a noncompliance with S5.1 of Federal Motor Vehicle Safety Standard No. 217 may exist in certain Model Year 2000 and 2001 Van Hool commuter coaches manufactured between September 1999 and September 2000. The potential noncompliance results from a possible mismatch between components of the emergency window latching system of certain Van Hool coaches.

As set forth below, Van Hool discovered the mismatch in the course of reviewing files upon the closing of litigation involving a different type of coach. Upon further investigation, Van Hool decided to initiate a recall to locate and remedy any potentially non-compliant windows. Van Hool made the determination to conduct this campaign even though no tests indicate that the coaches did not comply, and Van Hool has received no field reports concerning problems with the emergency window latching system of the affected coaches.

The information required by the agency's regulations at 49 C.F.R. § 573.6 is set forth below.

1. *Manufacturer's Name and Address:*

The fabricating manufacturer's name and address is:

Van Hool NV  
Bernard Van Hoolstraat 58  
B-2500 Lier-Koningshooikt, Belgium

The Exclusive Distributor and designated agent for service in the U.S. is:

ABC Companies  
1506 30th Street, N.W.  
Faribault, MN 55021

2. *Vehicles Involved in this Notification:*

Model Year 2000 and 2001 Van Hool C2045 commuter coaches manufactured between September 1999 and September 2000. The last five digits of the Vehicle Identification Numbers are 45001 to 45078 and 45501 to 45572. These coaches have a capacity of 57 passengers.

The identification of these coaches is based on information received from Van Hool's assembly and production lines. Only the identified vehicles are equipped with a certain kind of catch that could result in a possible mismatch with the latching system of the emergency window. Production of this model of coach began in September 1999, and coaches built after September 2000 were all equipped with a different type of catch, which is always compatible with the latching system.

3. *Total Number of Vehicles Potentially Containing the Noncompliance:*

The number of potentially affected vehicles is as follows:

<u>Model</u>	<u>Year</u>	<u>Potentially involved</u>
C2045	2000	113
C2045	2001	37
<b>Total number of potentially affected vehicles:</b>		<b>150</b>

4. *Approximate Percentage of Vehicles Estimated to Contain the Noncompliance:*

All of the vehicles identified above may have the mismatched components described below. Van Hool has not been able to determine how many of the vehicles actually fail to comply, and, as noted above, has not received any reports of problems in the field relating to the potential noncompliance. Accordingly, this notification and remedy campaign will address 100% of the population in the field.

5. *Description of the Noncompliance:*

The identified coaches may be equipped with catches intended for use in the windows of another coach type (T2100) with a similar kind of latching system. It is possible that the windows would not be able to satisfy the retention requirements of S5.1 of FMVSS No. 217. While the emergency window functions properly, and while there should be no problem in exiting the coach in the event of an emergency, the mismatch could make the window open prematurely or inadvertently in the event of a crash.

6. *Information Considered in Making the Determination:*

Van Hool first became aware of a potential noncompliance when, in late October or November 2004, certain litigation files were being reviewed and closed following settlement of a lawsuit involving a different kind of coach than the coaches at issue here. At that time, the company detected the possibility that there may have been a mismatching of emergency window latching components during the construction of the affected C2045 coaches. This prompted further investigation to determine whether such a mismatching of latching components actually occurred. This investigation revealed that a mismatch of emergency window latching components may have occurred on C2045 coaches manufactured during the period from September 1999 to September 2000. After further examining the issue, and consulting with regulatory counsel, the company concluded in late March 2005 that a noncompliance with FMVSS No. 217 was a possibility and that a notification and remedy campaign should be undertaken to address the potential noncompliance.

7. *Description of the Proposed Remedy:*

All potentially affected coaches will be inspected to determine whether they were equipped with mismatched emergency window latching components. Any mismatched latching systems will be remedied by replacing the mismatched catches with the correct catches.

With regard to reimbursement for pre-notification remedies, Van Hool notes that it is extremely unlikely that any customers obtained or sought to obtain a pre-notification remedy for this noncompliance. As noted above, Van Hool has not received any reports of field problems

with the mechanism, nor has it received any related warranty claims. Accordingly, the requirements of 49 C.F.R. §§ 573.6(c)(8), 573.13(c), and 577.11 to provide notification to owners that they may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with this noncompliance are inapplicable to this recall.

8. *Campaign Schedule and Draft Notices:*

Customer notification will begin within 30 days after NHTSA's approval of the proposed customer notification letter, which is attached to this report.

9. *Representative Copies of Notifications that Relate to the Noncompliance and Have Been Sent to More than One Manufacturer, Distributor, Dealer, or Purchaser:*

There are no notices, bulletins, or other communications that relate directly to the noncompliance and have been sent to more than one manufacturer, distributor, dealer, or purchaser. A copy of a draft version of the Service Bulletin that will be sent to customers and dealerships is attached.

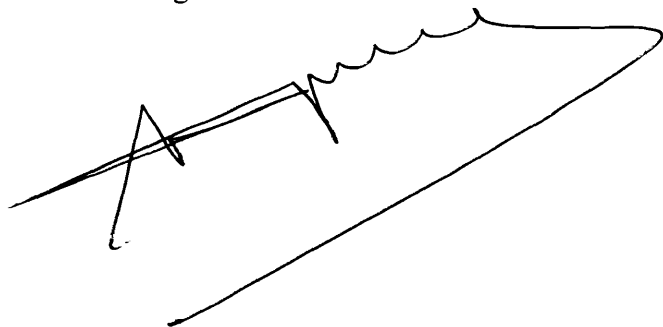
10. *Manufacturer's Campaign Number:*

The manufacturer's campaign number is WG 902.036

11 *Contact for the agency:*

Mr. Wilfried Geens  
Compliance and Regulations  
Van Hool N.V.  
Bernard Van Hoolstraat 58  
B-2500 Lier-Koningshooikt, Belgium  
tel #: + 32 3 420 27 35  
fax #: + 32 3 482 44 17  
E-mail : [wilfried.geens@vanhool.be](mailto:wilfried.geens@vanhool.be)

Signed : Wilfried Geens

A handwritten signature in black ink, appearing to be 'Wilfried Geens', written over a long horizontal line that serves as a baseline for the signature.

**DRAFT CUSTOMER NOTIFICATION**

[Customer Address Information]

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

**IMPORTANT MESSAGE -- PLEASE READ IMMEDIATELY**

Dear Coach Owner:

**Re: NHTSA Safety Recall, Campaign number \_\_\_\_\_  
Van Hool Coaches type C2045**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Van Hool N.V. has decided that certain Model Year 2000 and 2001 C2045 Van Hool commuter coaches may fail to comply with Federal Motor Vehicle Safety Standard No. 217.

Our records indicate that you are the owner/operator of model C2045 Van Hool coaches in the VIN range of: 45001 to 45078 and/or 45501 to 45572.

The potential noncompliance results from a mismatching of the components of the emergency window latching system. The emergency window latching system may have been manufactured with a catch that is inappropriate for the latching system used on these coaches. While the emergency window functions properly, and while there should be no problem in exiting the coach in the event of an emergency, the mismatch could make the window open prematurely or inadvertently in the event of a crash.

Van Hool will remedy this noncompliance at no charge to you. Your vehicle will be inspected, and any mismatched emergency window latching components will be replaced. The inspection of the vehicle, and the replacement of non-matching components, if necessary, will require approximately two hours in total. Replacement parts for your coach are already available.

Please verify that any "unit" numbers listed above are still in your fleet and approach your nearest ABC Customer Care & Parts Source dealership or call (877) 427 7278 to schedule an appointment.

The liability of Van Hool 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.

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

ABC Companies  
17469 West Colonial Drive  
Winter Garden, FL 34787  
toll free #: (800) 222-2871  
tel #: (407) 656-7977  
fax #: (407) 905-7010

If the affected vehicle is not repaired free of charge to you and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590. You may also telephone the toll free Auto Safety Hotline at 888-327-4236.

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

We urge you to comply with this notice promptly, and we apologize for any inconvenience this may cause you.

Sincerely,

Van Hool N.V.



# SERVICE BULLETIN No.P329

Addressees: ABC Customer Care and Parts Source  
 Contact and review Van Hool → PVDE, AK, FD, WG, MS  
 Contact and review ABC → LH, GH, GB

<b>COACH BUS MODEL</b>	: C2045
<b>BULLETIN TYPE</b>	: Safety Recall Program – NHTSA campaign number
<b>MANUAL &amp; SECTION</b>	: Maintenance Manual: Chapter 11 – Body and accessories Spare Parts Manual: Section 733409 – Windows: accessories
<b>MANUAL REVISION</b>	: No
<b>DATE</b>	: March 29th, 2005
<b>SUBJECT</b>	: <b>Passenger window catches - inspection</b>
<b>TERMS &amp; CONDITIONS</b>	: Refer to the Customer Notification Letter, which has been attached to this Bulletin.

**APPLICATION:**

The Safety Recall Program subject of this Bulletin is applicable to following units:

Model	Engine	VIN
C2045	Cummins	45001 → 45078
	Detroit Diesel	45501 → 45572

**DESCRIPTION:**

1. During litigation Van Hool has reviewed certain material, which made it realize that there exists a possible noncompliance with respect to the window catches on certain of its coaches. As a preventive safety measure, it is therefore necessary to check that all window catches have been installed compliant to the design specifications.
2. The procedures in this Bulletin provide inspection instructions and criteria, and show how to address the issue should improperly fitted catches been detected.

*Service personnel: please read, initial and circulate.*

Service Manager	Parts Manager	Warranty Administrator	Workshop Foreman	Service Technician

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## PARTS AND PRODUCTS:

Part No.	Description	Qty.*
VH 660611605	Rivet, 4 x 18.3 mm	90
VH 10893950	Spacer for window catch, 1 mm	12
VH 10895595	Spacer for window catch, 1 mm, 82 mm wide	12
VH 10893956	Spacer for window catch, 2 mm	12
VH 10885729	Spacer for window catch, 3 mm	12
VH 10885730	Spacer for window catch, 6 mm	12
VH 10895195	Catch, window, twin leaf	2
VH Tool	Gauge, yellow	1
VH Tool	Gauge, red	1

\*Quantities per coach

Parts supply: refer to the Warranty Information in this Bulletin.

Parts and products disposition: discard according to applicable environmental regulations.

## PROCEDURE:

### 1. General:

- The jobs described should be executed by technicians experienced in body and trim repair.

### 2. Special tools, equipment or services:

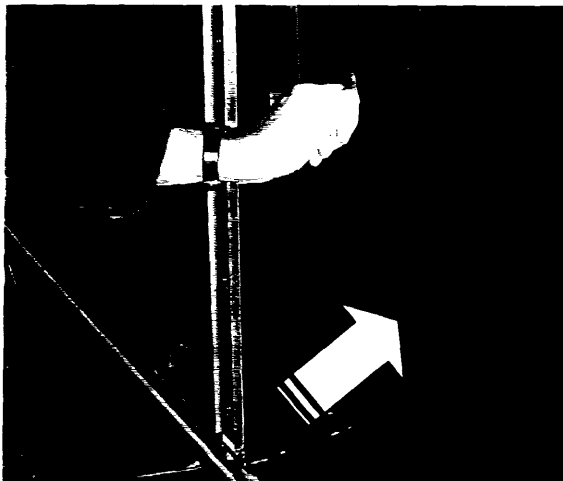
- Precision spring scales are required.

### 3. Preparations:

- Park the coach on a level surface, 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: Observe safe shop practices at all times.**

### 4. To check window catch installation:

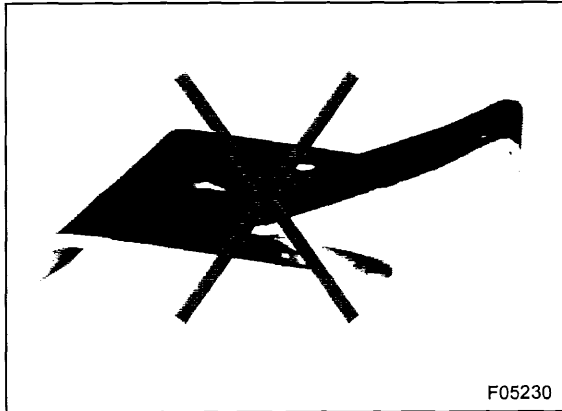


- 1) Working inside the coach, open the window by pulling the emergency release handle (see Figure 1).

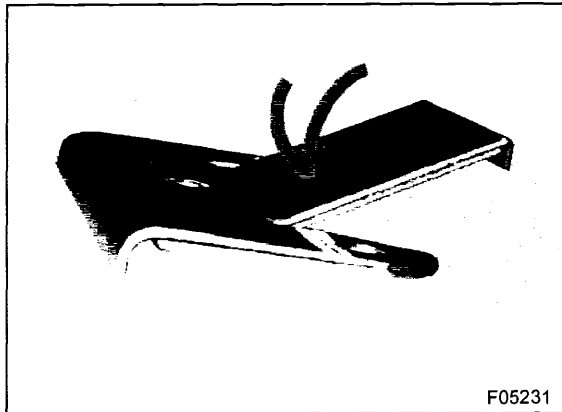
**Figure 1: Opening the passenger emergency window**

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- 2) Identify the type of catch (see Figures 2 and 3), which have been attached to the bottom channel of the window frame. All single leaf catch types should be replaced.



**Figure 2: Single leaf catch type should be replaced**



**Figure 3: Twin leaf catch type should replace single leaf type**

- 3) If a wrong type catch has been installed, remove the old one and install a twin leaf type referring to Figures 4 and 5.



**Figure 4: 2 mm yellow gauge should fit between the rivet heads and the slider**



**Figure 5: 3 mm red gauge should not fit between the rivet heads and the slider**

Proceed as follows:

Drill-out the rivets securing the window catches.

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Using a new catch and spacers, adjust the catch height until the red gauge (3 mm – see Figure 5) fits between the slider and the catch base plate (no rivets installed).

Secure the catch with rivets VH 660611605 to the coach frame.

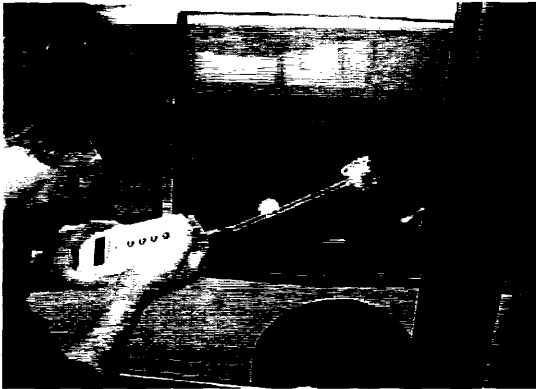
Re-check the catch position for the proper gap using the yellow and red gauge:

The yellow gauge (2 mm – see Figure 4) should fit between the rivet head and the slider.  
The red gauge (3 mm – see Figure 5) should no longer fit between the rivet head and the slider.

Fill the obsolete rivet holes with adhesive.

### 5. To check window operation:

- 1) Using precision spring scales, measure the force required to pull the emergency exit handle to open the window as shown in Figure 6.  
Maximum allowable force required: 20 lbf (90N).



**Figure 6: Checking the emergency window handle pulling force**

- 2) Push the window outwards.  
Confirm that it opens without undue effort.  
Maximum allowable force required: 60 lbf (266 N).
- 3) Check, and if necessary correct the following :
  - emergency release handle : operation, actuation of slider plungers
  - catches : damage, lubrication
  - rubber seals : damage, general condition, sealing action
- 4) If needed, grease the catches with heavy-duty grease VH10652729. This is a special grease compound that does not affect the sealing rubbers.
- 5) Close the window.

*Procedure complete.*