



U.S. Department
of Transportation

400 Seventh Street, SW
Washington, DC 20590

**National Highway
Traffic Safety
Administration**

April 30, 2007

WILFRIED GEENS
COMPLIANCE AND REGULATIONS
VAN HOOL N.V.
BERNARD VAN HOOLSTRAAT 58
LIER-KONINGSHOOIKT 00 B2500

NVS-215paw
07V-186

Subject: SHIFTER INDICATOR INTERFERENCE

Dear MR. GEENS:

This letter is to acknowledge your recent defect information report. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

VAN HOOL/C2045/2004-2007
VAN HOOL/T2145/2004-2007

NHTSA Campaign Number: 07V-186

Mfg's Report Date: April 24, 2007

Components: EQUIPMENT

Potential Number of Units Affected: 450

Summary:

ON CERTAIN MOTOR COACHES EQUIPPED WITH ZF/ARENS AS TRONIC SHIFT SELECTORS, A CELL PHONE PLACED IN THE PROXIMITY OF THE SHIFTER TOUCH PAD COULD CAUSE THE DISPLAY TO CHANGE FROM "R" (REVERSE) TO "D" (DRIVE) SHOULD THE PHONE RECEIVE A CALL.

Consequence:

THIS INTERFERENCE CAN CAUSE THE TRANSMISSION TO NOT OPERATE OR CAUSE IMPROPER SHIFTING, AS FORWARD GEAR CAN BE ENGAGED FROM NEUTRAL ONLY, IF THE VEHICLE HAS BEEN STOPPED, AND IF THE BRAKE PEDAL HAS BEEN DEPRESSED. IF THE MALFUNCTION OCCURS WHILE 'R' (REVERSE) IS BEING SELECTED, THE SHIFTER MAY POSSIBLY CHANGE TO 'D' (DRIVE), INCREASING THE RISK OF A CRASH.

Remedy:

VAN HOOL IS WORKING WITH ZF/ARENS TO DEVELOP A MORE EFFECTIVE REMEDY FOR THIS CAMPAIGN. THE MANUFACTURER HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE FOR THIS CAMPAIGN. OWNERS MAY CONTACT VAN HOOL AT 1-800-222-2871 OR ZF AT 1-734-416-6200.

Notes:

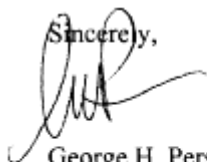
CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please provide the following additional information and be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available.

Your contacts for this recall will be Pat Wallace or Delia Lopez, who may be reached by phone at 202-366-5232 or 202-366-9525 or by email at patricia.wallace@dot.gov or delia.lopez@dot.gov. We look forward to working with you for successful completion of this recall campaign.

Sincerely,


George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement