



Bus and trailer manufacturers

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Department Compliance and Regulations
Extension : 2735/2715
Contact : W.GEENS
Our reference : WG902.086

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

F.a.o. Mrs. Patricia Wallace
Recall Management Division

April 24, 2007

07V-186
(8 pages)

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

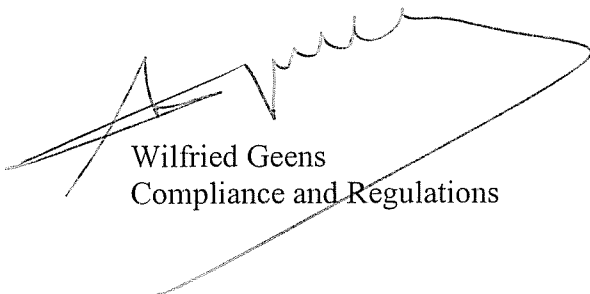
Dear Mrs. Wallace,

Re. : FMVSS Standard 573 - Defect and Noncompliance Responsibility and Reports
ZF / Arens shifter - Van Hool Models T2145 - C2045

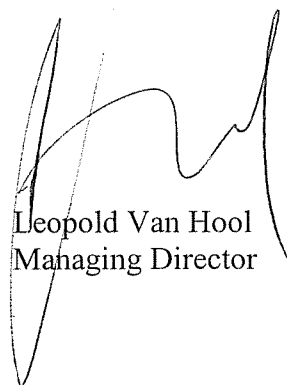
ZF / Arens Recall - NHTSA Campaign Number 06E - 100

Please find enclosed our pro-forma 573 Report with reference to the above-mentioned ZF/Arens recall.

Yours sincerely,



Wilfried Geens
Compliance and Regulations



Leopold Van Hool
Managing Director

Enclosures : Pro-forma 573 Report - WG902.085

cc. VH: Mr. Leopold Van Hool@, Mr. Denis Van Hool@, Mr. Filip Van Hool@, J. Deturck@,
Leon De Wit@, Luc Hendrickx@, Hugo De Roo@, Jan Ruyts@,

cc. ABC: Tom DeMatteo@, Louis Hotard@,

Van Hool N.V.
Bernard Van Hoolstraat 58
B-2500 Lier Koningshooikt
Belgium
Telephone 03/420 20 20
Telefax 03/482 30 68
V.A.T. BE 404.060.032
Registered in Mechelen No. 31.888

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2007 APR 27 A 8:30

DEFECTS INVESTIGATION
RECALL MGMT DIV.

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

On December 13, 2006 Van Hool NV have been notified by ZF Friedrichshafen, Germany – Mr. Frank Schelkle – that the AS Tronic shift selector may malfunction as a result of cell phone interference. For this malfunction to occur, a GSM network cell phone or a Blackberry (PDA) should be placed on or in the proximity of the Arens shifter touch pad.

On March 23, 2007 ZF Friedrichshafen verbally informed Van Hool that a Defect Information Report had been sent to NHTSA (acknowledged Campaign Number 06E-100), notifying the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573, Defect and Noncompliance Reports.

Date this report was prepared: April 23, 2007

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

ZF Friedrichshafen / Arens Recall Campaign Number 06E-100 - Van Hool WG902.085

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 : _____ Import Agent : _____

Van Hool N.V. _____ ABC Companies _____

Bernard Van Hoolstraat 58 _____ 17469 West Colonial Drive _____

B-2500 Lier-Koningshooikt, Belgium _____ Winter Garden, FL 34787 _____

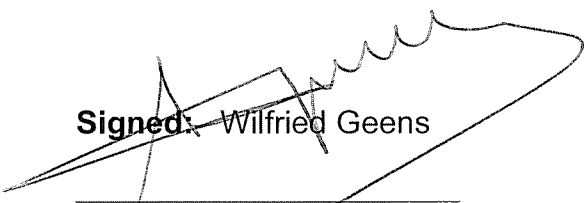
Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

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

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 Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882.

I. Identify the Vehicle Models Involved in the Investigation

2. Identify the Vehicles Involved in the Recall, 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 - 2005 - 2006 - 2007

Model(s): T2145 - C2045

Production Dates: Beginning: 2003 **Ending:** 2006

VIN Range - Vehicle Type - Bodystyle - Model Year :

44316	Motorcoach	T2145	MY 2005
44630 - 44632	Motorcoach	T2145	MY 2005
44644 - 44653	Motorcoach	T2145	MY 2006
44806 - 44825	Motorcoach	T2145	MY 2006
44829 - 44834	Motorcoach	T2145	MY 2007
45462	Motorcoach	C2045	MY 2005
46025 - 46028	Motorcoach	C2045	MY 2005
46039 - 46042	Motorcoach	C2045	MY 2006
46058 - 46067	Motorcoach	C2045	MY 2006
46083 - 46085	Motorcoach	C2045	MY 2007
46503	Motorcoach	C2045	MY 2004
46587 - 46606	Motorcoach	C2045	MY 2005
46634 - 46641	Motorcoach	C2045	MY 2005
46642 - 46663	Motorcoach	C2045	MY 2006
46712 - 46719	Motorcoach	C2045	MY 2007
46746 - 46747	Motorcoach	C2045	MY 2007
47001 - 47040	Motorcoach	C2045	MY 2005
47066 - 47129	Motorcoach	C2045	MY 2005
47130 - 47150	Motorcoach	C2045	MY 2006
47157 - 47178	Motorcoach	C2045	MY 2006
47184 - 47199	Motorcoach	C2045	MY 2006
47200 - 47214	Motorcoach	C2045	MY 2007
47225 - 47299	Motorcoach	C2045	MY 2007
47342 - 47411	Motorcoach	C2045	MY 2007
47435 - 47438	Motorcoach	C2045	MY 2007

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

We refer to ZF / Arens' Recall, NHTSA Campaign Number 06E-100.

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 motorcoaches produced during the identified period and equipped with a ZF AS Tronic transmission.

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	2005	4
T2145	2006	30
T2145	2007	6
C2045	2004	1
C2045	2005	137
C2045	2006	95
C2045	2007	177

Total Number Potentially Affected by the investigation: 450

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:

The Recall population was determined based on information in ZF / Arens' recall documents, NHTSA campaign number 06E-100.

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.

ZF/Arens have determined that the AS Tronic shift selector may possibly malfunction as a result of cell phone interference. For this malfunction to occur, a GSM network cell phone or a Blackberry (PDA) should be placed on or near the left-hand upper quadrant (near the D button) of the Arens AS Tronic transmission shifter. When receiving a call (phone starts to ring) the device will trigger the Arens shifter "D" button, requesting forward drive. The "D" LED will start flashing as if the "D" button had been pressed.

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

Cell phone interference through a combination of several causes :

- Shifter layout
- Prone to radiation and cell phone frequencies

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

The malfunction will not cause the transmission to 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.

However, if the malfunction occurs while "R" (reverse) is being selected, the Arens shifter may possibly change to "D".

If this is the case the vehicle would move forward when the following 6 conditions are met:

1. Cell phone placed in the proximity of the touch pad.
2. Receiving a call.
3. Driver does not notice the display information changing from "R" to "2".
4. Vehicle speed is below approximately 1 km/h.
5. The driver is depressing the throttle pedal.
6. The driver fails to realize that the vehicle moves in the wrong direction (drive mode in "D" instead of soft manoeuvring mode in "R") and does not apply the vehicle brakes.

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

See condition 6 in "Consequences"

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

ZF Friedrichshafen AG

Alfred-Colsman-Platz 1

88038 Friedrichshafen, Germany

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

Stefan Lier, QB

Quality Manager - Service Division

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.

- 1) On December 8, 2006, ZF Friedrichshafen sent a letter to Van Hool NV and ABC Companies, notifying the potential of a cell phone interference problem with the AS Tronic shift selector.
- 2) After receipt of the above-mentioned letter, Van Hool NV started a discussion with ZF Friedrichshafen about the impact of their cell phone problem in relation to Van Hool coaches. It was agreed that the possibility for interference on a Van Hool coach would be very exceptional, because of the design of the Van Hool dashboard (slant position of the shifter and hence no possibility to place a cell phone onto the shifter panel). Van Hool NV recommended ZF Friedrichshafen as the equipment supplier to file a 573 report to NHTSA.
- 3) On January 3, 2007, Van Hool NV started to put stickers on the dashboard of affected new vehicles and asked ZF Friedrichshafen to produce a more effective remedy, preventing possible interference instead of putting warning stickers.
- 4) On March 23, 2007, ZF Friedrichshafen informed Van Hool NV verbally about their NHTSA Recall Campaign 06E-100.
- 5) On April 12, Van Hool repeated their request to ZF, to clarify the conditions for possible cell phone interference and the meaning of the text on one of the stickers

("No mobile phone because of shifter interference" = not to put a mobile phone on the shifter or not to use it in the proximity of that shifter ? What's the definition of "in the proximity" ?). ZF promised to answer before the end of April 2007. To inform the owners of the affected vehicles accurately, Van Hool have decided to wait for the ZF reply before notifying them.

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.

We refer to ZF / Arens' Recall, NHTSA Campaign Number 06E-100.

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

We refer to ZF / Arens' Recall, NHTSA Campaign Number 06E-100.

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.

In production, starting as from January 3, 2007, stickers have been put on the dashboard of vehicles equipped with ZF AS Tronic / Arens shifter before shipment to the USA.

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.

We refer to ZF / Arens' Recall, NHTSA Campaign Number 06E-100 and to the Van Hool NV remarks unter item 7 - 3) and 5) of this report.

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 ZF / Arens' Recall, NHTSA Campaign Number 06E-100 and to the Van Hool NV remarks unter item 7 - 3) and 5) of this report.