



February 2, 2009

Patricia Wallace
Recall Management Division
NHTSA/Enforcement/ODI, NVS-215
1200 New Jersey Avenue, SE., W 46-425
Washington, DC 20590

VIA U.S. MAIL

RE: ZF Recall 06E100 – Van Hool Recall 07V-186

Dear Ms. Wallace:

Please let this letter serve as notice that the ZF Recall 06E100 mailing took place on January 30, 2009. Enclosed please find an example copy of a complete set of documents sent to the customers.

Should you have any questions or need further information, please contact me.

Thank you.

Sincerely,

ABC COMPANIES

A handwritten signature in black ink that reads "Louis Hotard". The signature is written in a cursive, flowing style.

Louis Hotard
Director of Technical Support

LH:at

Enclosure

cc: -Mr. Karl Southworth
-Ms. Ashley Cornell
-ABC Legal Department

1506 30th Street, NW ■ Faribault, MN 55021
800.222.2875 ■ 507.334.1871 ■ Facsimile 507.334.0246

ABC Financial Services
877.737.2221 ■ 507.333.5200 ■ Facsimile 507.333.5660

www.abc-companies.com



1/20/2009

A & C Charters
PO Box 936
Lomita, CA 90717

OWNER'S NOTIFICATION LETTER

IMPORTANT MESSAGE PLEASE READ IMMEDIATELY

RE: ZF Transmission Software Update Recall
(NHTSA Campaign No. 06E100/07V186)

Dear Coach Owner:

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

Van Hool has decided that a defect which relates to motor vehicle safety exists in certain model year 2003-2006 vehicles it manufactured equipped with ZF transmissions. This decision was based on information provided by ZF Friedrichshafen AG ("ZF"). The coaches involved were manufactured between **2003 and 2006** within a VIN range as outlined in Exhibit A, see enclosed, and equipped with ZF transmissions.

ABC Companies ("ABC"), as distributor of Van Hool products in North America, has agreed to assist ZF in the initial notification to affected customers.

Records indicate that you are the owner/operator of model C2045 Van Hool coaches in the VIN range of:

47231, 47240

ZF has determined that on certain motor coaches there is potential for the ZF shift selector to malfunction as a result of a cell phone or radio being placed in close proximity to the shifter control pad. The interference from the cell phone or radio could result in an unexpected change in direction and possible crash if a specific sequence of events were to occur.

Therefore, ZF as manufacturer of the shift selector has to notify you that action is necessary to update the transmission shift controller software in accordance with enclosed Service Bulletin N° 08_20, without charge of the coach owners.

The repair takes approximately less than thirty minutes per coach and consists of a software update to the transmission shift controller. For your information, the remedy will consist of the modifications in accordance with the enclosed Service Bulletin.

Please contact ABC at **1-877-427-7278**, as soon as possible to schedule a repair at one of their service facilities, or for assistance in locating a qualified service facility in your area to complete this safety recall campaign.

If you have sold or traded your motor coach, please call **1-877-427-7278**.

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. For more information contact ABC at **1-877-427-7278**.

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

Liability of ZF and ABC, or its affiliates 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.

If you are unable to have the safety related defect/non-compliance remedied without charge, and within a reasonable time, you may notify; the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, DC 20590 (or call 1-888-327-4236); (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

For practical arrangements, additional information, questions, comments or if you do not operate any of the above coaches, please contact ABC:

ABC Companies
Attn: Mr. Karl Southworth
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.

We apologize for any inconvenience this may cause; however, this action is taken in the interest of your safety. If you need assistance, or if you have questions, please call the undersigned.

Sincerely,
ABC COMPANIES

Karl Southworth
Warranty Manager

Enclosures

1. Service Bulletin No. 08_20
2. Owner's Certification Letter
3. Exhibit A, Vehicle VIN Range List



A & C Charters
PO Box 936
Lomita, CA 90717

OWNER'S CERTIFICATION LETTER

ATTENTION:
ABC Companies
Mr. Karl Southworth
17469 West Colonial Drive
Winter Garden, FL 34787

Re.: NHTSA Safety Recall Program-Campaign number ***06E-100/07V186 ZF Shifter Campaign***

We wish to inform you that the C2045 Van Hool motorcoach(es) with the last five digits of the VIN #
being:

47231, 47240

has (have) been retrofitted in our workshop in accordance with Service Bulletin N° 08_20.

The above detailed work was completed on _____ (date).

OWNER's signature: _____

OWNER's name (print): _____

Date: _____



EXHIBIT A

VEHICLE VIN RANGE LIST

NHTSA Campaign No. 06E100

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