



*Bus and trailer manufacturers*

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Department: Compliance and Regulations  
Extension : 2735  
Contact : W.GEENS  
Our reference : WG902.116

**National Highway Traffic Safety Adm.  
NHTSA / ODI / NVS - 217  
1200 New Jersey Avenue S.E.  
WASHINGTON, DC 20590  
USA**

**F.a.o. Mr. Richard Boyd, Chief  
Medium and Heavy Duty Vehicle Division  
Office of Defects Investigation**

May 26, 2008

CERTIFIED MAIL  
RETURN RECEIPT REQUESTED

Dear Mr. Boyd,

**08V-237  
(9 pages)**

**Re. : DOGA Wiper Motor Change - Service Bulletin 1213.**

**NHTSA Investigation PE 08-023**

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

Yours sincerely,

Wilfried Geens  
Compliance and Regulations

Leopold Van Hool  
Managing Director

Enclosure : Report 573 - DOGA - WG902.115.01.

cc. NHTSA : Mr. Sonny Murianka@

cc. DOGA : Mrs. Mirjam Steijvers@, Mr. Alberto Sanchez@, Mr. Jean Christophe Jund@

cc. VH: Mr. Leopold Van Hool@, Mr. Denis Van Hool@, Mr. Filip Van Hool@, Josef Deturck@, Mark Stroeykens@  
C. Naenen@, P. De Rijck@, Luc Hendrickx@, Hugo De Roo@, Geert Goovaerts@,

cc. ABC: Anne Archambault@, Thomas D. DeMatteo@, Louis Hotard@,

## Safety Defect and Noncompliance Report Guide for Vehicles PART 573 Defect and Noncompliance Report<sup>1</sup>

On or about April 7, 2008, ABC Bus Companies, Inc., distributor for Van Hool N.V., received a message from NHTSA regarding Van Hool Service Bulletin 1213 which informs of a product improvement concerning a windshield wiper assembly manufactured by DOGA. ABC notified Van Hool of NHTSA's intention to evaluate Van Hool's decision for the issuance of a service bulletin rather than conducting a safety recall campaign.

After investigation, Van Hool wiper system supplier DOGA decided to conduct a safety recall campaign. Van Hool N.V. are furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: April 7, 2008 - May 26, 2008.

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

References - NHTSA - ODI RESUME PE 08 - 023 dd. March 3, 2008 and NHTSA's letter PE08-023 NSA-214sjm dd. April 2, 2008 to ABC Bus Companies, Inc.'s notification.

**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 :
<u>Van Hool N.V.</u>	<u>ABC Companies, Inc.</u>
<u>Bernard Van Hoolstraat 58</u>	<u>17469 West Colonial Dr.</u>
<u>B-2500 Lier-Koningshooikt, Belgium</u>	<u>Winter Garden, FL 34787</u>

**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



<sup>1</sup>Each 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 - 2007 **Model(s):** C2045 - T2140 - T2145

**Production Dates: Beginning:** January 2004 **Ending:** July 2007

**VIN Range - Vehicle Type - Bodystyle - Model Year :**

List of 149 vehicles to be provided by DOGA

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

See enclosed leaflets.

**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.

## 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
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List of 149 vehicles - to be provided by DOGA

**Total Number Potentially Affected by the investigation:** 149

**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:**

Service records indicated premature failure of OE wiper motor VH ref. 11025972. High torque wiper motor VH. Ref. 11025971 has been cut into production on C2045 model equipped with DOGA windshield wiper system. Coaches manufactured prior to the cut-in could be retrofitted following the instructions of Service Bulletin # 1213.

NHTSA's review of SB # 1213 pointed out that windshield wipers are considered to be a critical safety concern. As a result Van Hool 's wiper system supplier DOGA conducted an investigation together with Van Hool's import agent ABC Companies, Inc.

DOGA found that some of their linkages were poorly finished (deficient broaching of the motor crank and deficient rolling of motor crank pivot). These deficiencies can lead to a misalignment of the windshield wiper system, blocking the motor. DOGA determined that this only can happen on linkages with DOGA production date prior to April 2007, and in the early stages of wiper system operation. For this reason DOGA pinpointed a batch of vehicles to be recalled, based on the fact that they already had been affected before, but were improperly repaired because only the motor had been replaced and not the linkages.

Because of the confidentiality of their investigation reports, Van Hool asked DOGA to provide NHTSA with additional information, if needed or requested and recommended to file their 573 report to NHTSA.

### 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.**

Failure of the DOGA parts concerned will lead to misalignment of the wiper system and probably wiper motor failure.

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

A series of DOGA motor crank pivots and motor cranks have been poorly machined and finished.

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

Failure of the DOGA wiper linkages will lead to wiper system breakdown.

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

Misalignment of the DOGA wiper blades during operation.

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

DOGA - Windshield Wipers - Automotive Components.

Autovia A-2, km. 583  
08630 ABRERA - BARCELONA ( SPAIN )

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

Alberto Sànchez

Jean Christophe Jund

Director Sales and Marketing

Engineering Manager

Tel. + 34 93 770 46 18

Tel. + 34 93 770 46 65

Fax + 34 93 770 23 52

Fax + 34 93 770 44 80

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#### **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 January 18, 2008, Van Hool issued Service Bulletin SB 1213 to address a product improvement that effects the high torque wiper motor VH. Ref. 11025971 having been cut into production on C2045 model equipped with DOGA windshield wiper system. Coaches manufactured prior to the cut-in could be retrofitted.
- 2) On March 26, 2008, NHTSA sent a message to ABC Companies, Inc., being concerned about Van Hool's decision for the issuance of a service bulletin rather than conducting a safety recall campaign. ABC Companies, Inc. transmitted this message to Van Hool.
- 3) On May 5 to 7, 2008, DOGA conducted an investigation in Florida USA, in cooperation with ABC Companies, Inc. and checked the DOGA wiper installation on a series of vehicles in the field.
- 4) On May 15, 2008, a DOGA delegation visited Van Hool in Koningshooikt-Lier (Belgium) to report about their US investigation. They determined a list of ± 150 vehicles to be recalled.
- 5) On May 23, DOGA decided to replace the DOGA wiper system linkages of the 149 affected vehicles, without charge to coach owners nor to vehicle manufacturer Van Hool N.V.

**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.**

DOGA confirmed that replacing of their linkages on the affected vehicles will remedy their wiper system defect.

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

Details to be provided by DOGA.

**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.**

DOGA declared that no vehicles equipped with wiper system linkages of DOGA production date later than March 2007 (Van Hool vehicle production start July 2007) will be affected. Remedy in the field restricted to DOGA's list of 149 affected vehicles.

#### **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.**

DOGA concluded that replacing of the linkages has to be done by DOGA personnel and decided to notify the owners of the affected vehicles and to carry out the reconditioning of the affected linkages/vehicles within the weeks next to NHTSA's confirmation of their approval for starting this DOGA campaign.

#### **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.**

To be provided by DOGA.



# C20000

*Series*



**ABC**  
COMPANIES

YANHOOL

# T21000

Series



**ALCOHOL**  
COMPANIES, INC.