

June 20, 2008

Ms. Patricia Wallace
Ms. Delia Lopez
USDOT - NHTSA
1200 New Jersey Avenue, SE
Washington, D.C. 20590

VIA E-MAIL AND FEDERAL EXPRESS

RE: NHTSA Campaign No. 08V-126

Dear Ms. Wallace and Ms. Lopez:

Pursuant to your correspondence dated March 21, 2008, attached please find a copy of the Owner Notification Letter, Owner's Certification Letter, and Service Bulletin SB1210A, which are currently being mailed to all required customers via Certified U.S. Mail.

Please feel free to contact Van Hool or ABC with any questions or concerns.

Thank you.

Sincerely,

ABC-BUS COMPANIES, INC.


Anne M. Archambault
Paralegal

cc: Wilfried Geens
Hugo De Roo
Luc Houben, Esq.
Louis Hotard
Gregg Bittner



NHTSA CUSTOMER NOTIFICATION

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

IMPORTANT MESSAGE -- PLEASE READ IMMEDIATELY

**Re: NHTSA Safety Recall, Program- Campaign number 08V - 126 - Alternator B+ cable retention
Van Hool Coaches type C2045**

Dear Coach Owner:

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 a defect which relates to motor vehicle safety exists in certain Model Year 2005 - 2006 and 2007 C2045 Van Hool commuter coaches. Grounding of the positive battery cable at the alternator(s) may start a fire.

Our records indicate that you are the owner/operator of one or more model C2045 Van Hool coach(es) in the VIN range of: 47001 to 47447.

Van Hool N.V. has determined that it is necessary to add a P-clamp below the B+ ring terminal on both the upper most and lower most mounted alternators equipping the C13 Caterpillar engines. In order to improve cable retention and ensure the service life of the terminal, a P-clamp has to be fitted in accordance with enclosed Service Bulletin N° SB 1210 A, without charge of the coach owners.

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.

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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) 905-7020

If you believe that Van Hool N.V. and ABC Companies have failed to remedy the defect without charge, you may submit a complaint to the administrator:

National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590 or call the toll free auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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.

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 Van Hool/ABC Companies at 1-800-222-2871.

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

We urge you to comply with this notice promptly, and we apologize for any inconvenience this may cause, however this action is taken in the interest of your safety and continued satisfaction with our vehicles.

Sincerely,

Van Hool N.V.



OWNER'S CERTIFICATION LETTER

ABC Bus Companies, Inc.
1506 30th Street, NW
Faribault, MN 55021
USA

Customer Address

Re.: NHTSA Safety Recall Program

Campaign number **08V - 126 - Alternator B+ cable retention**

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

...

has been retrofitted in our workshop in accordance with Service Bulletin N° 1210A

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

OWNER's signature: _____

Date: _____



SERVICE BULLETIN

SB1210A

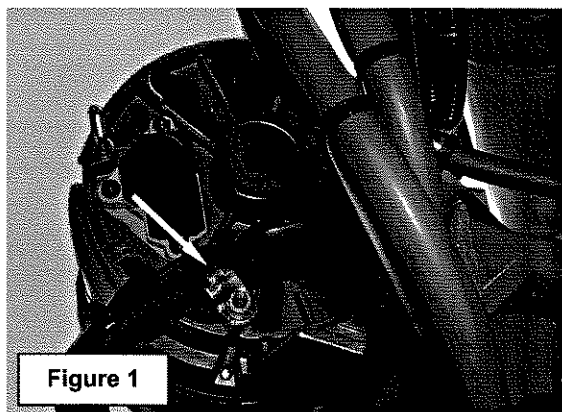
ADDRESSEES	: Owners and operators of coaches listed under 'Application'
COACH/BUS MODEL	: C2045 with Caterpillar C13 engine
BULLETIN TYPE	: Safety Recall Program: NHTSA campaign number 08V-126
SECTION/CHAPTER	: Section 9 – Electrical system Chapter 14.2 Electric power feed
DATE	: April 22, 2008
SUBJECT	: Alternator B+ cable retention
TERMS & CONDITIONS	: Refer to the customer notification letter. Parts and labor allowance will be provided as per warranty information in this Bulletin.

APPLICATION:

VIN from 47001 up to and including 47447.

DESCRIPTION:

1. It has been determined that on the above-mentioned units a possible defect may exist, which relates to motor vehicle safety.
As a result of vibration the B+ alternator cable retention may fail through breakage of the B+ ring terminal. The positive battery cable detaching from the rear of the alternator could result in a loss of battery charging capability or cause a short-circuit and even start a fire.
2. To address these issues in production, a P-clamp is now fitted below the black PVC terminal cover in order to improve cable retention and ensure the service life of the terminal (Figure 1). This modification has been introduced on both the upper most and lower most mounted alternators as from Commuter Coach # 47448.



3. Owners and operators of affected field units should have the retention of the alternator B+ terminals checked without delay.

If the check reveals signs of ring terminals cracking then immediate remedial action should be taken and the terminals should be replaced by new ones.

Terminals that prove to be in good condition and show no cracks can be left alone.

CAUTION: In all cases it is necessary to improve the B+ cable retention and fit P-clamps as described in this Bulletin.

PARTS AND PRODUCTS:

VH reference	Description	Qty.*
VH 637100110	P-clamp, 19/32 inch (15 mm) diameter	2
VH 660203101	Nut, M6 x 1.0 mm, grade .8	2
VH 660636301	Lock washer, M6	2
VH 10693808	Bushing, spacer	2
VH 10520290	Terminal, ring, B+ cable, 5/16" (8 mm) diam. eye, 0 AWG	2

*Quantity per coach

- Order as kit # VH 11097782.
- Parts and products disposal: discard according to applicable environmental regulations.

PROCEDURE:

To secure the alternator B+ cable to the alternator housing using a P-clamp

1. General:

- This job should be executed by an experienced automotive electrician.
- For more information refer to:

the Electrical Wiring Diagram Booklet that comes with the coach,
the Maintenance Manual,
and the Operating Manual.

2. Special tools, equipment or services:

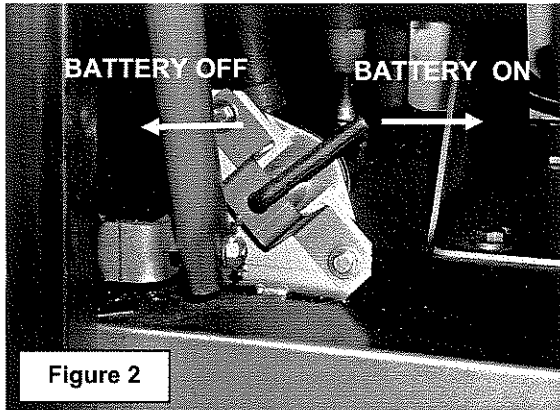
- This job requires the use of a 1/4" drive torque wrench ranging from 15 to 150 in.lbf with 1 in.lbf increments.
- In case a terminal needs to be replaced, a suitably terminal crimp tool is required.

3. Preparations:

- Park the coach on a level surface with the front wheels straight.
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.

Continued on next page.

CAUTION: Before working on the alternator B+ cables turn off the battery disconnect switch in the battery compartment (Figure 2).



CAUTION: Observe safe shop practices at all times.

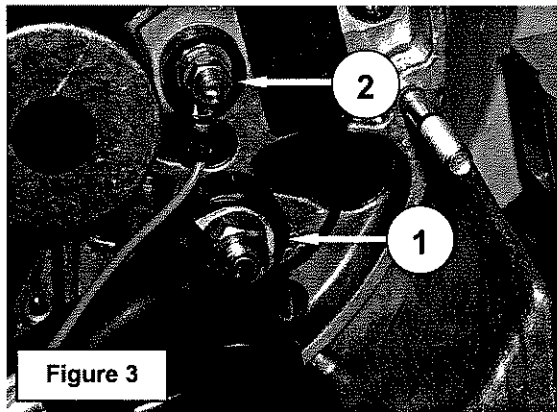
4. To install P-clamps VH 637100110:

- 1) Working inside the engine compartment, at the rear of the upper most alternator:

Pull back the B+ ring terminal protective cover.
Check the terminal for possible damage.
If the terminal shows any signs of cracking, it should be replaced first.

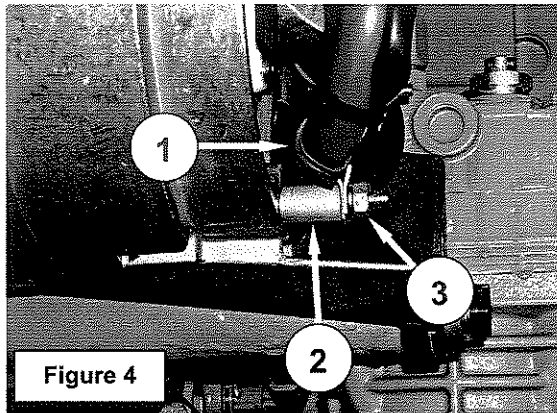
- 2) To change the B+ cable installation, proceed as follows:

Undo the nut securing the terminal (1, Figure 3).
Undo the nut securing the D+ terminal (2, Figure 3).
Cut cable ties as required to allow re-routing of the B+ and D+ cables.

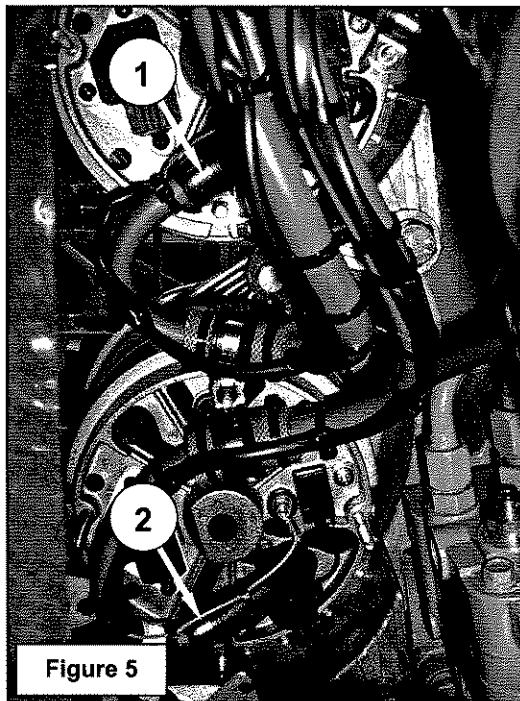


- 3) Referring to Figure 4, slip a P-clamp over the cable (1).
Install a spacer bushing over the lower most stud (2).
Install the P-clamp over the stud.
Install the lock washer and nut (3).
Adjust the cable routing for a stress-free installation.
Tighten the clamp nut to a torque of 80 in.lbf (8.6 Nm).

Tighten the B+ terminal nut to a torque of 80 to 115 in.lbf (9 to 13 Nm).
Tighten the D+ terminal nut to a torque of 21 to 28 in.lbf (2.4 to 3.2 Nm).
Re-secure the B+ and D+ cables with cable ties.



- 4) Repeat steps 1 and 2 for the lower most alternator.
- 5) Referring to Figure 5, check the cable routing to be compliant to the one shown. Adjust as necessary.
- 6) Turn on the battery disconnect switch.



Procedure complete.

DISCLAIMER:

The procedures contained herein are not exclusive. Van Hool cannot possibly know, evaluate, or advise the transportation industry of all conceivable ways in which a procedure may be undertaken or of the possible consequences of each such procedure. Other procedures may be as good, or better, depending upon the particular circumstances involved.

Each carrier who uses the procedures herein must first satisfy itself thoroughly that neither the safety of its employees or agents, nor the safety or usefulness of any products, will be jeopardized by any procedure selected.

INFORMATION HANDLING:

Important supplements to and modifications of the technical information not yet included in the manual, are communicated by means of Service Bulletins.

File the Service Bulletins at the back of your manual, in numerical order.

To make sure that you will be reminded of the Bulletins that have appeared in the meantime while paging the manual, mark the pages concerned by hand with the Service Bulletin number.

WARRANTY INFORMATION:

1. Claim references:

- Causal part: VH 10520290
- Job code: O06040N

2. Terms and conditions:

NOTE: Owners are required to certify on the OWNER'S CERTIFICATION LETTER that has been included with this Bulletin that the recall remedy has been executed in accordance with the manufacturer's instructions.

Van Hool will accept warranty claims for this repair as follows:

Parts:

- Supply: parts will be supplied free of charge through the ABC Customer Care & Parts Source service center network.
- Disposal: discard parts according to applicable environmental regulations.

Labor allocation:

0.5 (one half) hour of labor will be awarded per coach repaired.

Campaign expiration date:

Service Bulletin issue date + 1 year

Claim submission:

Contact ABC Companies - New Coach and After Sales Support on 877.427.7278 (toll free).

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