



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 9, 2010

MS. PASCALE REYNTJENS  
COMPLIANCE AND REGULATIONS  
VAN HOOL N.V.  
BERNARD VAN HOOLSTRAAT 58  
LIER-KONINGSHOOIKT 00 B2500

NVS-215kjs  
10V-603

**SUBJECT: REMOTE MIRROR SWITCH/OVERHEATS**

**DEAR MS. REYNTJENS:**

This letter serves to acknowledge Van Hool N.V.'s (Van Hool) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

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/A300K/2008  
VAN HOOL/A300K/2009  
VAN HOOL/A300K/2006  
VAN HOOL/A300K HYB/2005  
VAN HOOL/A300L/2008-2010  
VAN HOOL/A330/2002-2004  
VAN HOOL/A330FC/2004  
VAN HOOL/AG300/2002-2004  
VAN HOOL/AG300/2006-2007  
VAN HOOL/AG300/2009  
VAN HOOL/C2045/2006-2011  
VAN HOOL/T2140/2006-2010  
VAN HOOL/T2145/2006-2010  
VAN HOOL/TD925/2008-2011

**NHTSA Campaign Number:** 10V-603    **Mfg's Report Date:** November 22, 2010

**Components:** VISIBILITY:REARVIEW MIRRORS/DEVICES:INTERIOR

**Potential Number of Units Affected:** 1,673

**Summary:**

VAN HOOL IS RECALLING CERTAIN MODEL YEAR 2002 THROUGH 2011 TRANSIT BUSES AND MOTORCOACHES MANUFACTURED FROM AUGUST 2002 THROUGH OCTOBER 2010, EQUIPPED WITH HADLEY REMOTE MIRROR SWITCHES, PART NUMBERS 509VH AND 509VH1F. THE REAR VIEW MIRROR SWITCH MAY OVERHEAT, CAUSING THE PLASTIC HOUSING TO MELT.

**Consequence:**

EXCESSIVE HEATING CAN CAUSE A FIRE RESULTING IN SMOKE, OPERATOR DISTRACTION, OR PERSONAL INJURY. AN OVERHEATED MIRROR SWITCH COULD CAUSE THE EXTERIOR REAR VIEW MIRRORS TO NOT OPERATE. THE MIRRORS MAY NOT ADJUST PROPERLY FROM THE INTERIOR SWITCH OR OPERATE POORLY. THEREFORE, THE DRIVER MAY NOT BE ABLE TO HAVE FULL USE OF THE REAR VIEW MIRROR, INCREASING THE RISK OF A CRASH.

**Remedy:**

VAN HOOL WILL NOTIFY OWNERS VIA ITS DEALER ABC BUS INC. OWNERS WILL HAVE THE CHOICE TO PERFORM THE REPAIR THEMSELVES OR TO TAKE THE VEHICLE(S) TO AN ABC-LOCATION FOR REPAIR, FREE OF CHARGE. THE MANUFACTURER HAS NOT YET PROVIDED THE AGENCY WITH A NOTIFICATION SCHEDULE. OWNERS MAY CONTACT THE WARRANTY ADMINISTRATOR FOR ABC BUS, INC. TOLL FREE AT 1-877-427-7278.

**Notes:**

OWNERS 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).

The information in your defect noncompliance report appears to satisfy the requirements of 49 CFR 573.6 except for the following items:

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.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at [Kelly.Schuler@dot.gov](mailto:Kelly.Schuler@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement