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10V-603
(18 pages) Amended

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports[1]

On November 22, 2010, Van Hool N.V. **decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.**

Date that revision 1 of this report was prepared: December 17, 2010.

Furnish the manufacturer's identification code for this recall (if applicable): N.A.

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled 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 Bus, Inc.
B. Van Hoolstraat 58	17469 West Colonial Drive
2500 LIER	Winter Garden, FL34787
Belgium	

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

Pascale Reyntjens, Head of Compliance

Telephone Number: 011 323 420 2732 **Fax No.:** 011 323 420 2709

Name and Title of Person who prepared this report.

Pascale Reyntjens, Head of Compliance

Signed:_____,

[1] Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, 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, by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, *for eachmodel (see data sheets that describe the vehicle models in exhibit 1), provide*:

Make(s): Van Hool, **for all vehicles that follow**

Model(s): A300K**, Model Years Involved:** 2006;2008;2009,

Production Dates: Beginning: 09/2005**, Ending:** 03/2009

VIN Range: 63647;63649;63761→63785;63959→63982;63999;64562→64585;
64678→64691;64817→64830

Vehicle Type: Passenger bus **Bodystyle:** Transit/shuttle bus

Model(s): A300K-Hyb**, Model Years Involved:** 2005,

Production Dates: Beginning: 08/2008**, Ending:** 08/2008

VIN Range: 63648

Vehicle Type: Passenger bus **Bodystyle:** Transit/shuttle bus

Model(s): A300L**, Model Years Involved:** 2008;2009,

Production Dates: Beginning: 05/2008**, Ending:** 12/2009

VIN Range: 64527→64561;64649→64660;64692→64693;64866→64879

Vehicle Type: Passenger bus **Bodystyle:** Transit/shuttle bus

Model(s): A330**, Model Years Involved:** 2002;2003;2004,

Production Dates: Beginning: 08/2002**, Ending:** 06/2005

VIN Range: 61175→61177;61505→61620;61821→61832

Vehicle Type: Passenger bus **Bodystyle:** Transit/shuttle bus

Model(s): A330FC**, Model Years Involved:** 2004**;2007**,

Production Dates: Beginning: 07/2004**, Ending: 07/2006**

VIN Range: 61726→61729**;61950**

Vehicle Type: Passenger bus **Bodystyle:** Transit/shuttle bus

Model(s): AG300**, Model Years Involved:** 2002;2003;2004;2006;2007;2009,

Production Dates: Beginning: 08/2002**, Ending:** 12/2008

VIN Range: 62077→62079;62159→62212;62618→62627;62656→62670;
62705→62709;62842→62856

Vehicle Type: Passenger bus **Bodystyle:** Transit/shuttle bus

Model(s): C2045**, Model Years Involved:** 2006;2007;2008;2009;2010;2011,

Production Dates: Beginning: 03/2006**, Ending:** 11/2010

VIN Range: 46046→46049;46051→46057;46068→46258;46642;46676;46678;
46681→46962;47142;47181→47183;47185→47189;47191-47628

Vehicle Type: Passenger bus **Bodystyle:** Motorcoach

Model(s): T2100-40'**, Model Years Involved:** 2006;2007;2008;2009;2010,

Production Dates: Beginning: 04/2006**, Ending:** 06/2010

VIN Range: 40150→40173;40614→40629

Vehicle Type: Passenger bus **Bodystyle:** Motorcoach

Model(s): T2100-45'**, Model Years Involved:** 2006;2007;2008;2009;2010,

Production Dates: Beginning: 03/2006**, Ending:** 07/2010

VIN Range: 44325→44394;44656→44695;44819;44826→44857

Vehicle Type: Passenger bus **Bodystyle:** Motorcoach

Model(s): TD925**, Model Years Involved:** 2008;2009;2010;2011,

Production Dates: Beginning: 06/2007**, Ending:** 10/2010

VIN Range: 42301→42387;42389→42394;42396→42401;42414→42464

Vehicle Type: Passenger bus **Bodystyle:** Motorcoach

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:
Inspection of the rear view mirror remote control switch on the dashboard.

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents.
For the transit buses with production dates 08/2002→10/2006 : 13.6%
For the passenger buses with production dates 03/2006→11/2010 : 96.7%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect.

Model	Year	Number of Vehicles Potentially Involved
A300K	2006; 2008; 2009	104
A300K Hyb	2005	1
A300L	2008;2009;2010	63
A330	2002;2003;2004	131
A330FC	2004;2007	5
AG300	2002;2003;2004;2006;2007;2009	102
C2045	2006;2007;2008;2009;2010;2011	934
T2140	2006;2007;2008;2009;2010	40
T2145	2006;2007;2008;2009;2010	143
TD925	2008;2009;2010;2011	150
Total Number Potentially Affected by the Recall:		1673

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect: 80%

Model	Year	%
A300K	2006; 2008; 2009	13.5
A300K Hyb	2005	0.0
A300L	2008;2009;2010	57.0
A330	2002;2003;2004	0.0
A330FC	2004;2007	0.0
AG300	2002;2003;2004;2006;2007;2009	19.6
C2045	2006;2007;2008;2009;2010;2011	100
T2140	2006;2007;2008;2009;2010	100
T2145	2006;2007;2008;2009;2010	100
TD925	2008;2009;2010;2011	100

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

The recall population was determined based on the vehicles produced with a rear view mirror remote control switch Hadley 509VH (10983192) or Hadley 509VH1F (11181194), and on the transit buses subjected in 2006 to the replacement of the OE supplied control switch for the rear view mirror,that was ill-functioning,by the then improved and above mentioned switch Hadley 509VH (see photographs of the switches in exhibit 2).

The switch itself can be identified by observing the top of the switch. If it is flat in design with only a small flat paddle to change from the RH to LH mirror control functions, and also has four directional arrows, it is the subject of this recall. If it is a “joystick”design that

rotates to change the RH to LH mirror functions, it is not subject to this recall; the reference of the latter mirror switch is Hadley X516VH-1F (11192087) or X516-VHASY (11239068).

III. Describe the Defect

5. Describe the defect. The description should address the nature and physical location of the defect. Illustrations should be provided as appropriate.
The rear view mirror switch Hadley 509 may overheat, causing the plastic housing to melt. This switch itself can be located on either side of the dashboard assembly or instrument panel.

Describe the cause(s) of the defect condition.
The cause is probably an internal short in the rear view mirror switch, but this should be confirmed by the supplier.

Describe the consequence(s) of the defect condition.
Excessive heating can cause smoke, operator distraction and/or personal injury.

Identify any warning which can (a) precede or (b) occur.
An overheated Hadley mirror switch could cause the exterior rear view mirrors to not operate: they may not adjust properly from the interior switch or operate poorly. Therefore the driver may not be able to have the full use of the rear view mirrors.

If the defect is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.
Hadley Products - Transit (formerly B&R Mfg)

2503 Marina Drive

Elkhart, IN 46514

616-249-8496

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:
President: Robert F. Dubsky

Sales Manager: Brian Kujala

IV. Provide the Chronology in Determining the Defect

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) November 12, 2008 : operator of transit buses reported a burned mirror switch.
2) February 17, 2009 : operator of transit buses reported two mirror switch failures, one started to melt and the other melted completely.
3) October 9, 2009: due to an unusual failure mode the supplier adapted the mirror switch 509VH with an inline fuse, and started to supply the mirror switch 509VH1F.
4) December 4, 2009 : dealer reported that the mirror switch in a transit bus experienced a heating problem.
5) December 14, 2009 : the supplier reported to have upgraded transit buses (300+) to the switch Hadley X516VH-1F in 2nd quarter of 2009.
6) September 12, 2010: the supplier reported the decision to organise a field campaign for all passenger buses to replace the 509VH and 509VH1F switches by the X516-VHASY switch, because the same failure mode happened with the 509VH1F switch as with the original 509VH switch.
7) October 27, 2010 : Van Hool received the report by Engineering Design Technologies Corp. on the fire that damaged a TD925 motorcoach on September 28, 2010 and its conclusion that the fire originated on the left side of the dashboard in the remote control switch for the adjustable mirrors (no injuries reported).

7. Not applicable

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

To be determined by the supplier

9. Furnish a description of the manufacturer's remedy for the defect. Clearly describe the differences between the recall condition and the remedy.
If the Hadley 509VH or 509VH1F switch has not already been replaced, then a permanent fix would be to replace this switch with the Hadley X516-VHASY switch that the supplier determines would address any issue.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.
The switch Hadley X516-VHASY for remedy is of a "joystick" design that is clearly distinguishable from the flat design with small flat paddle of the 509VH and 509VH1F switch subject to the recall.

The technical characteristics are to be determined by the supplier.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.
From December 15, 2009 onwards the rear view mirror switch Hadley X516VH-1F is installed in transit buses, that is identical to the recall remedy.

From June 22, 2010 onwards the rear view mirror switch Eurantec S-JK 707S (10951132) is installed in motorcoaches, that is not identical to the recall remedy.

VI. Identify the Recall Schedule

10. 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 recall.
To be determined by the supplier. As soon as the information is available, Van Hool will furnish the recall schedule.

VII. Furnish Recall Communications

11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect condition on, not just the initial notification.

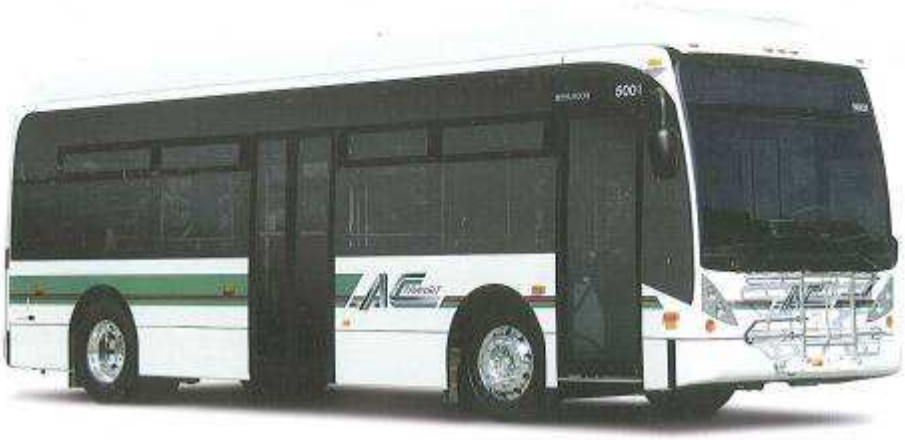
A DRAFT copy of the notification documents will be submitted to the office by E-Mail to RMD.ODI@dot.gov for review prior to mailing.

These documents will be submitted separately from those provided in accordance with Part 579.5 requirements.

Exhibit 1 : datasheets of the vehicle models

1. **A300K (also valid for A300K-Hyb)**
2. **A300L**
3. **A330**
4. **A330 FC**
5. **AG300**
6. **C2045**
7. **T2100 : 40’ + 45’**
8. **TD925**

A300K SPECIFICATIONS



VANHOOL

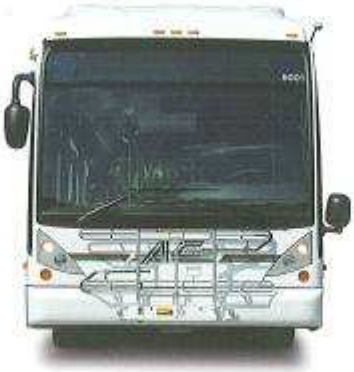
A300K TRUE LOW FLOOR 30' HEAVY DUTY TRANSIT

Passenger ramp located at second door speeds wheelchair loading for assistance with staying on schedule.

Van Hool incorporates rear window design that allows interior panoramic views.

Driver friendly, ergonomic cockpit design.

With seating and standing capacity for up to 50 passengers, the advanced design A300K delivers many key features commonly found in larger Van Hool transit equipment. Offering true low floor design throughout for maximized passenger flow, two ADA compliant wheelchair areas, and ergonomic driver's cockpit, the A300K's unique mid-ship engine design allows the longest wheelbase in a 30 foot bus for the smoothest ride possible. Plus, its roof top cooling system keeps its quiet and clean — reducing street level noise pollution, and minimizing road debris and grime associated with plugged up engine radiators.



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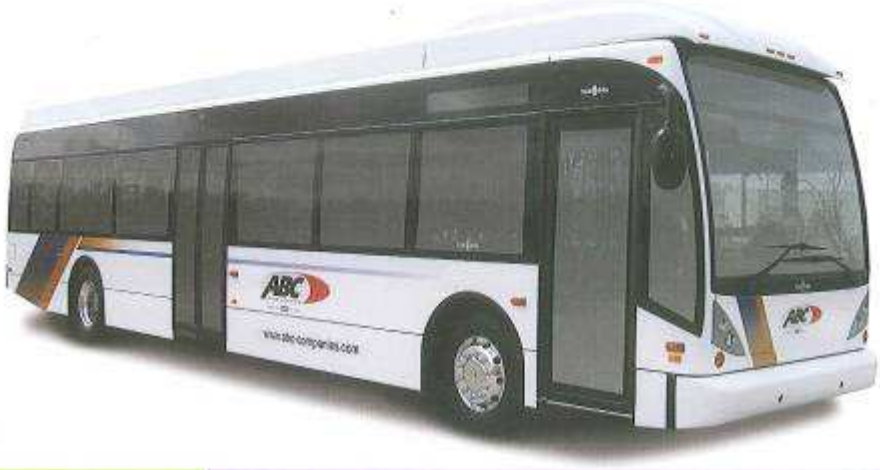
SPECIFICATIONS



VANHOOL

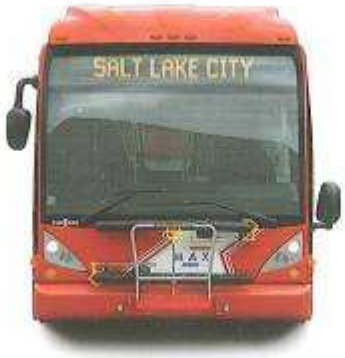
A300L TRUE LOW FLOOR 40' HEAVY DUTY TRANSIT

Stainless steel standee handrails are sanitary and simply maintained.

Available driver's compartment door.

Van Hool incorporates rear window design that allows interior panoramic views.

Designed to promote quick and easy passenger flow, the Van Hool A300L offers an extremely smooth ride aboard a distinctly modern urban transit bus. Featuring true low-floor access from front to back, four wheel air disc brakes and a unique mid-ship engine location, the A300L offers wide multiple door entries including optional three curb side doors. The roof top cooling system keeps it quiet and clean — reducing street level noise pollution, and minimizing road debris and grime associated with plugged up engine radiators.



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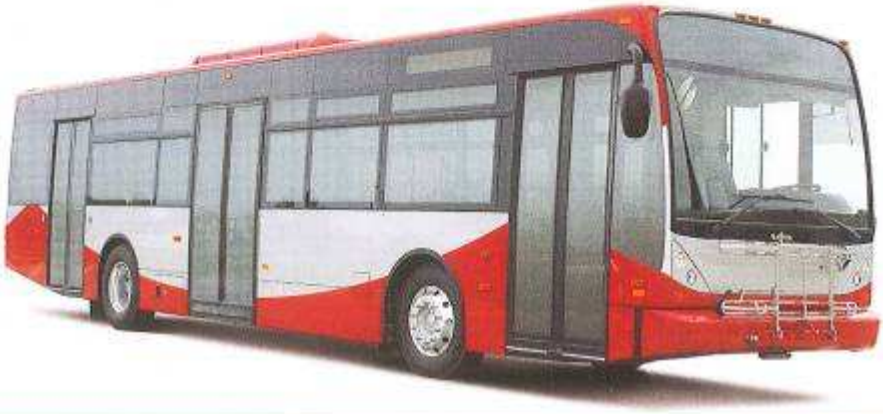
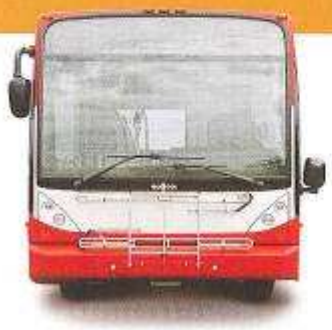
SPECIFICATIONS

A330 SERIES



VANHOOL **A330**

FULL LOW FLOOR 40'
HEAVY DUTY TRANSIT



The award-winning* Van Hool A330 delivers style and convenience features that riders and operators can appreciate in this modern urban transit bus design. Featuring low-floor access from front to back, wide multiple door entries, large windows and spacious interiors, the A330 forty-foot bus promotes quick and easy passenger flow, while offering an extremely smooth ride.

*2005 CUTA Award

*International Bus of the Year 2003/2004

ABC COMPANIES

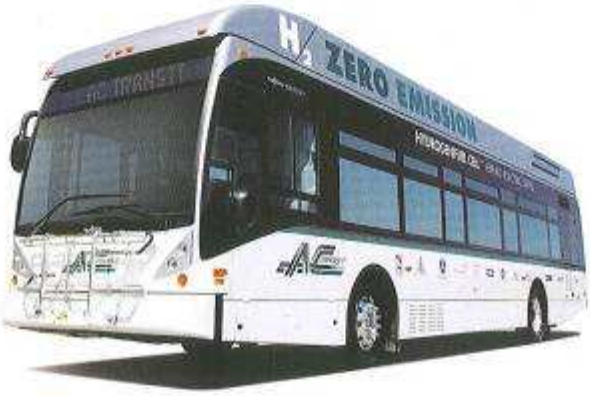
Stainless steel standee handrails are sanitary and simply maintained.

Available driver's compartment door

Van Hool incorporates rear window design that allows interior panoramic views

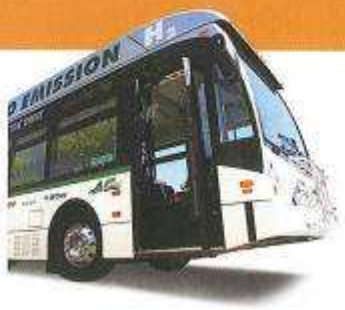
SPECIFICATIONS

A330 FUEL CELL SERIES



VANHOOL **A330 FUEL CELL**

TRUE LOW FLOOR 40' HEAVY DUTY TRANSIT



The most technically advanced transit bus in the world, this clean, quiet, energy efficient 40' bus emits only water vapor from the tailpipe. Virtually noiseless, yet powerful enough to climb grades in excess of 18% and reach speeds of 50 mph, this bus is powered by a zero-emission hydrogen-fueled, hybrid-electric engine, utilizing a 120 kW fuel cell system, onboard battery power, and regenerative braking.

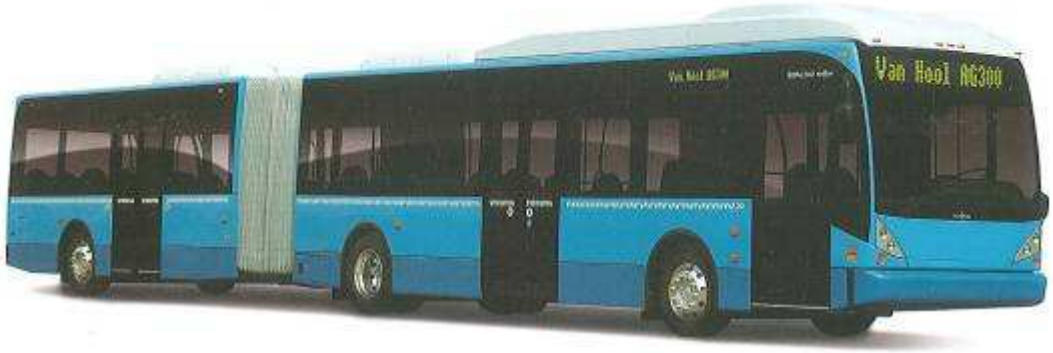
ABC COMPANIES

Installing UTC Power's fuel cell system into the A330FC glider.

Ventilation and cooling fans for fuel cell system and passenger air conditioning. Hydrogen storage tanks are located beneath the cowling in the forward section of the roof.

Van Hool craftsmanship visible in the detailed bodywork of the coach, such as these ventilation louvres at the front of the bus.

AG300 SPECIFICATIONS



VANHOOL

AG300

TRUE LOW FLOOR 60' ARTICULATED HEAVY DUTY TRANSIT

Flip out ramp with extra-wide 47.25" door opening offers fast, easy passenger flow, especially for persons with disabilities.

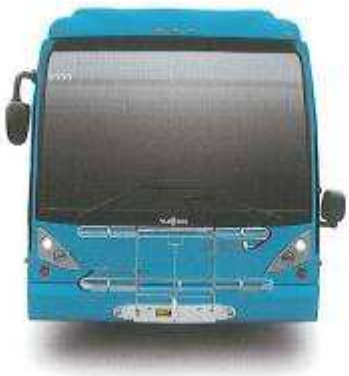
Simple, stylish rear LED tail light lamps are maintenance friendly.

Driver friendly, ergonomic cockpit design.

The sixty-foot AG300 is changing the face of urban transit in America.

Its single-articulated design delivers smooth maneuverability and a manageable turning radius for tight city streets, while transporting up to 100 moves more riders to their destinations.

True end-to-end low floor design and a host of advanced design features and components including tractor-pull design with an automatic steering trailer axle to make the AG300 a vehicle for all seasons!



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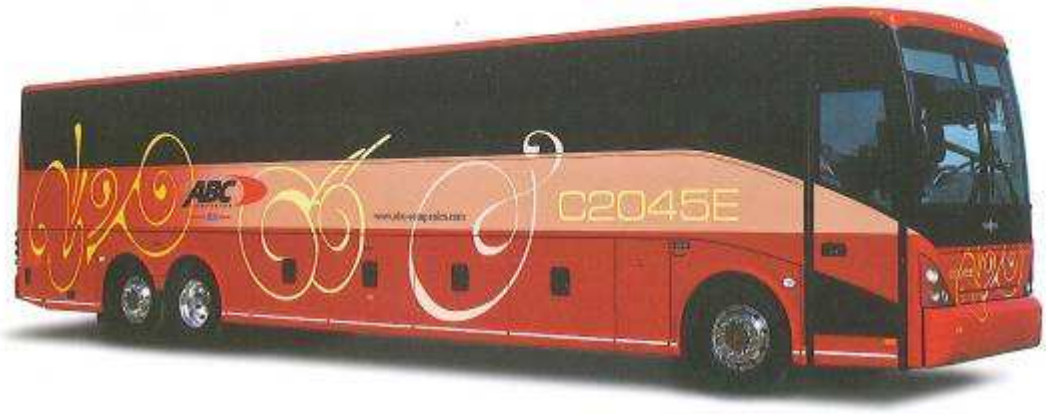
SPECIFICATIONS



VANHOOL

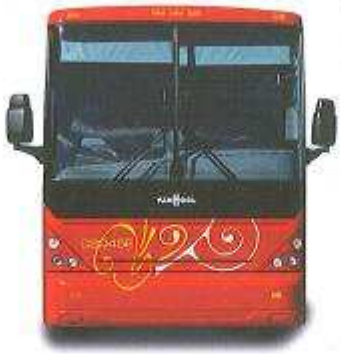
C2045E 45' PREMIER PASSENGER COACH

Designed for comfort and safety, passengers will enjoy the spacious interior feel and unsurpassed visibility. (Coach shown with optional Recaro Tonino VIP seating.)

Van Hool offers a unique 20" six monitor big screen option to enhance the passenger entertainment experience.

The addition of the rear window option along with the spacious restroom enhances the rear passenger area.

Smart operators drive new revenues to their bottom line with the versatile, reliable, distinctively designed Van Hool C2045E. A leader in its category, this coach offers rugged reliability for shuttle and line hauls as well as passenger amenities that deliver a luxury motorcoach experience for tour and charter operations. Designed for comfort and performance, the quality-engineered C2045E offers easy maintenance and interchangeability of major replacement parts and now a host of new optional safety enhancements including Electronic Stability Control; Hella DynaView® Headlight System; AutoVue® Lane Departure Warning (LDW), Smartire Smartwave Tire Pressure Monitoring System and Kidde Fire Detection and Suppression System.



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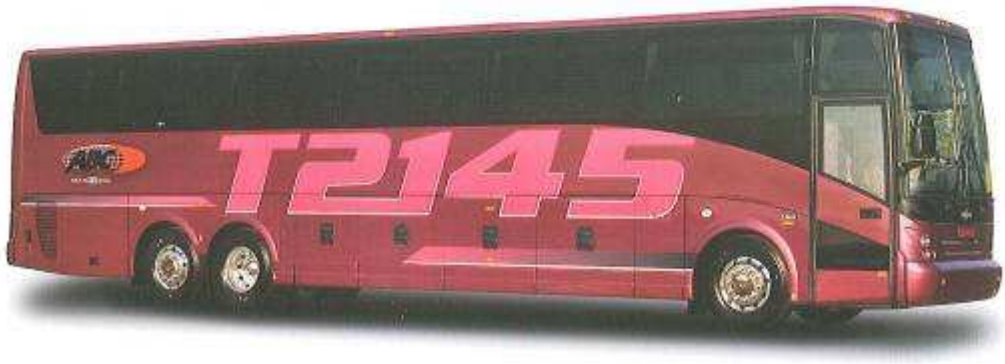
T2100E SPECIFICATIONS



VANHOOL

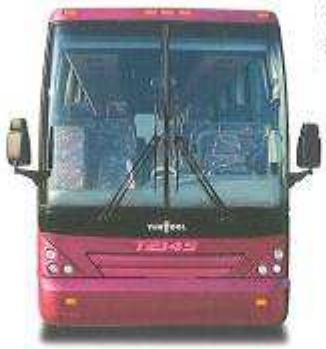
T2100E 40' & 45' LUXURY TOURING COACH

A two-piece windshield creates unobstructed passenger and driver views.

Individual projector beam headlamps provide enhanced visibility and simplified, cost-effective maintenance.

Integrated multiplex system puts system and maintenance diagnostics at the drivers dashboard.

Van Hool's highline T2100E touring coaches, including the T2140 and T2145, continue to deliver high performance, comfort and a dramatic front passenger viewing experience. Our T2140E model is the only European premium 40" touring coach sold in the U.S. and complements the very popular T2145E series coach. With sweeping body lines, and proven ride and handling for over 12 years, the T2100E series is newly enhanced with a variety of optional safety features including Electronic Stability Control; Hella DynaView® Headlight System; AutoVue® Lane Departure Warning (LDW), Smartire Smartwave Tire Pressure Monitoring System and Kidde Fire Detection and Suppression System.



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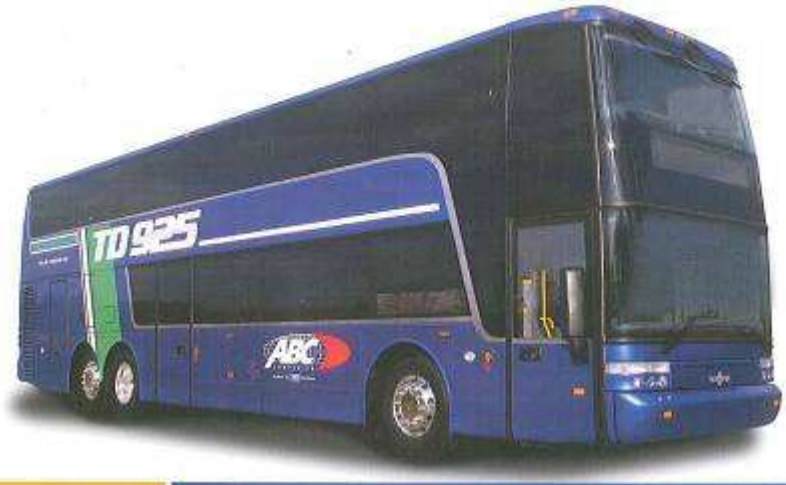
SPECIFICATIONS



VANHOOL

TD925 DOUBLE DECK INTERCITY COACH

Front and rear staircases are designed to streamline passenger loading and unloading.

Unobstructed front, rear and side glass, provides exciting upper level views for passengers.

Accommodate up to 81 passengers in comfortable, secure seating aboard the Van Hool TD925.

The highline Van Hool TD925 double deck coach makes a bold statement in any marketplace. With passenger seating up to 81, this coach is the industry frontrunner in reduced carbon emissions and fuel consumption — providing an additional 43% more passenger capacity and up to 486 passenger miles per gallon. Featuring a dramatic upper deck sky view rooftop; centrally located restroom, ample storage, front and rears stairs, dual-deck entertainment system and more, the TD925 offers one of the most innovative coach designs offered to the U.S. traveling public since the Scenicruiser®.

EPA 2007

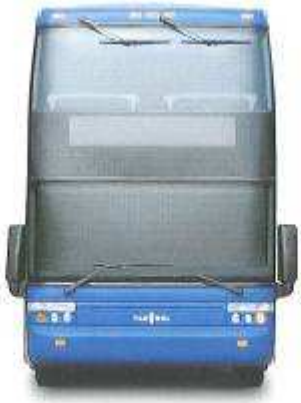


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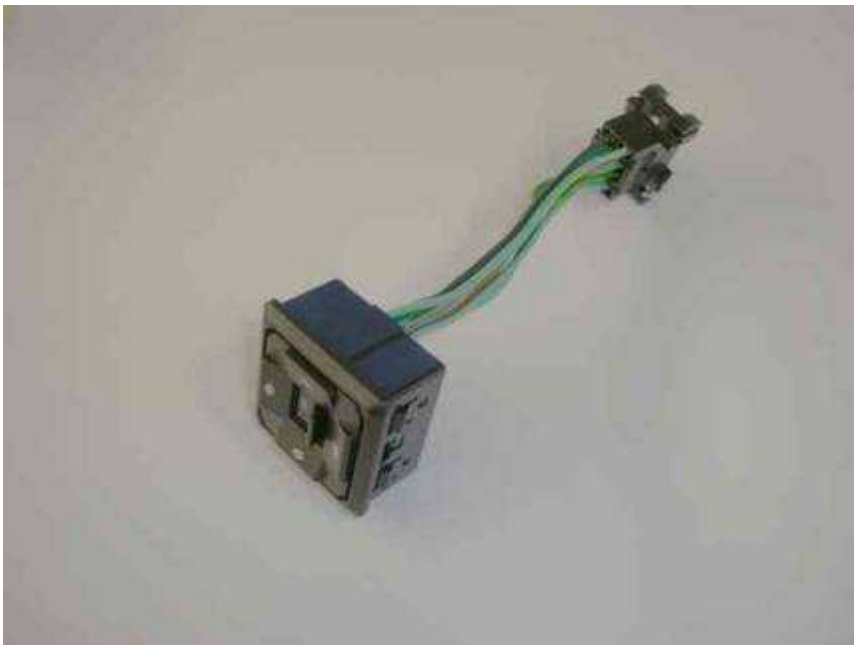
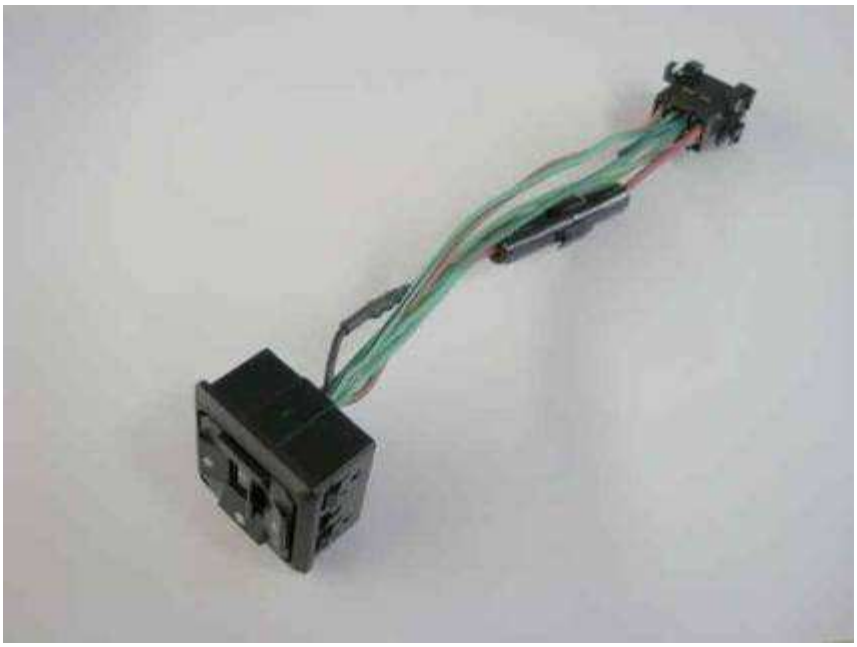
Exhibit 2 : photographs of the rear view mirror remote control switches

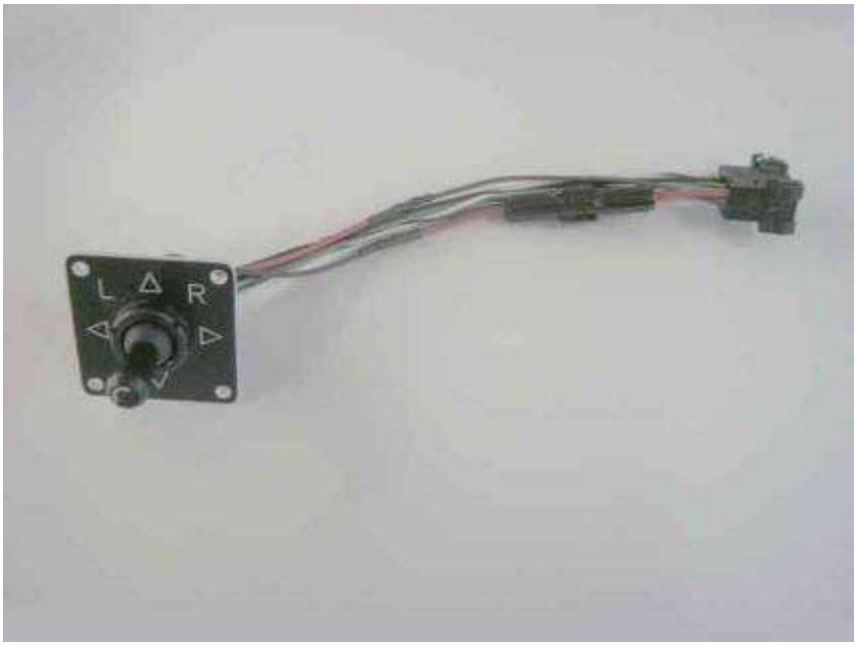
1. Hadley 509VH (10983192)



2. Hadley 509VH1F (11181194)



3. Hadley X516VH-1F (11192087)



4. Hadley X516-VHASY (11239068)