



**OWNER NOTIFICATION LETTER – PLEASE READ WITHOUT DELAY**

CERTIFIED MAIL  
RETURN RECEIPT REQUESTED

Subject: **NHTSA Safety Recall Number 12V-257 / Van Hool P689**  
Defect: **Meritor WABCO Pneumatic Electronic Stability Control (ESC) module**  
Affected units: **Van Hool coaches models C2045, T2140, T2145, TD925**  
VIN: **40636**

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

Van Hool NV has decided that a defect which relates to motor vehicle safety exists in the above-mentioned coaches, equipped with the Meritor WABCO Pneumatic Electronic Stability Control (ESC) module.

Meritor WABCO has decided that under certain unique road and driving conditions involving tight, successive, highly banked curves in opposite directions, vehicle body roll and road inclination characteristics may adversely affect the slip angle calculation by the ESC Module. This might cause the ESC System to perceive an oversteering situation and therefore apply the front axle outer wheel service brake until the vehicle is perceived to be stable by the ESC. This unnecessary brake intervention may pull the vehicle out of the curve, requiring the driver to counter steer to keep the vehicle on its intended path. This condition may increase the risk of a crash.

Please contact ABC Bus Inc. our designated agent in the United States to schedule to have the recall performed and to ensure that parts are available.

ABC Bus Inc., 17469 West Colonial Drive, Winter Garden, FL 34787

The recall will take approximately 1.5 hours and will be performed at no charge to you. Liability of Van Hool NV and ABC Bus Inc. 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 believe that Van Hool NV and ABC Bus Inc. 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 Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to <http://www.safercar.gov>.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of the pre-notification remedy of the problem associated with this recall.

If any additional information is needed, please feel free to contact ABC Bus Inc. at (407) 656 7977 or 1-877-427-7278 (toll free).

Van Hool NV and ABC Bus Inc. apologize for any inconvenience this may cause, however this action is taken in the interest of your safety and continued satisfaction with our vehicles.