



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

1200 New Jersey Avenue SE  
Washington, DC 20590

October 21, 2014

Ms. Pascale Reyntjens  
Compliance and Regulations  
Van Hool N.V.  
Bernard Van Hoolstraat 58  
B-2500 Lier Koningshooikt  
Belgium 99999

NVS-215KS  
14V-569

**Subject:** Front Steering Knuckle Carrier may Crack

Dear Ms. Reyntjens:

This letter serves to acknowledge Van Hool N.V.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) 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/TD925/2011-2013

**Mfr's Report Date:** September 17, 2014

**NHTSA Campaign Number:** 14V-569

**Components:**

STEERING

**Potential Number of Units Affected:** 158

**Problem Description:**

Van Hool N.V. (Van Hool) is recalling certain model year 2011-2013 TD925 vehicles manufactured December 17, 2010, to February 14, 2013. In the affected vehicles, the front steering knuckle carrier may crack.

**Consequence:**

Cracking of the steering knuckle may result in its total failure, allowing a wheel to separate from the vehicle, increasing the risk of a crash.

**Remedy:**

Van Hool designated agent ABC Bus Companies will notify owners, and dealers will replace the front steering knuckle carriers if they are affected, free of charge. The recall is expected to begin in October 2014. Owners may contact ABC Bus Companies customer service at 1-800-222-2875. Van Hool's number for this recall is P732.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Van Hool's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the front steering knuckle carriers.


Please be reminded of the following requirements:

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).

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, or 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.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian".

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