

**Part 573 Safety Recall Report****14V-569****Manufacturer Name :** Van Hool N.V.**Submission Date :** SEP 17,2014**NHTSA Recall No. :** 14V-569**Manufacturer Recall No. :** P732**Manufacturer Information :**

Manufacturer Name : Van Hool N.V.

Address : BERNARD VAN HOOLSTRAAT 58

LIER-KONINGSHOOIKT (BELGIUM) 00 B2500

Company phone : 999

**Population :**

Number of potentially involved : 158

Estimated percentage with defect : 56

**Vehicle Information :**

Vehicle : 2010-2013 Van Hool C2045

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : number of passengers : max. 57

GAWR front : 16500 lb

Production Dates : MAY 21, 2010 - AUG 29, 2012

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

☐ Not sequential VINs

Vehicle : 2010-2012 Van Hool T2140

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : number of passengers : max. 49

GAWR front 16500 lb

Production Dates : JUN 24, 2010 - FEB 03, 2012

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

☐ Not sequential VINs

Vehicle : 2010-2013 Van Hool T2145

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : number of passengers : max. 57

GAWR front 16500 lb

Production Dates : MAY 28, 2010 - JUN 27, 2012

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

☐ Not sequential VINs

Vehicle : 2011-2012 Van Hool TD925

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : number of passengers : max. 81

GAWR front : 17500 / 18180 lb

Production Dates : DEC 17, 2010 - JUL 10, 2012

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

☐ Not sequential VINs

**Description of Defect :**

Description of the Defect : The material of certain front steering knuckle carriers does not meet the minimum requirements.

Description of the Safety Risk : Early fatigue may lead to cracks and finally loss of functionality. In case of total failure however, a wheel could separate from the coach, which can cause a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : The driver might feel some vibrations in the steering wheel.

**Supplier Identification :**

**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

Early June a customer notified Van Hool of the broken LH front steering knuckle carrier of a coach with a front axle GAWR of 18180 lb. The defective parts were disassembled, shipped, checked and then sent to a certified lab for investigation of the material. The report of August 19th revealed a bad composition of the cast iron material. On August 23rd a second incident with a broken LH front steering knuckle carrier of a coach with a front axle GAWR of 18180 lb, was notified to Van Hool. Also these parts were shipped and sent to the certified lab. The report of September 11th indicated a bad material structure. Van Hool then determined all coaches from which both front steering knuckle carriers need to be identified, in order to replace the affected ones. In case however that the coach has a front axle GAWR of 18180 lb, the higher loading increases the possibility of early fatigue and loss of functionality, and hence the affected carriers need to be replaced immediately.

**Description of Remedy :**

Description of Remedy Program : Van Hool proposes a stepwise approach. In order to deal with the most imminent problem of coaches with a front axle GAWR of 18180 lb first, these vehicles are recalled in order to identify the front steering knuckle carriers and replace them immediately if they are affected.

As a precaution Van Hool recalls all other coaches as outlined with a front axle GAWR of 17500 and 16500 lb to identify the front steering knuckle carriers and arrange for their replacement if they are affected, because these parts are shared between all models.

Our designated agent ABC Bus, Inc. will notify Van Hool motorcoach owners of the above mentioned vehicles by mail sent to their addresses and conduct the recall free of charge.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

**Recall Schedule :**

Description of Recall Schedule : NR

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : SEP 29, 2014 - NR

\* NR - Not Reported