

Part 573 Safety Recall Report

16V-857

Manufacturer Name : Van Hool N.V.

Submission Date : DEC 02, 2016

NHTSA Recall No. : 16V-857

Manufacturer Recall No. : P855



Manufacturer Information :

Population :

Manufacturer Name : Van Hool N.V.

Number of potentially involved : 1,612

Address : BERNARD VAN HOOLSTRAAT 58
LIER-KONINGSHOOIKT (BELGIUM) 00
B2500

Estimated percentage with defect : 50 %

Company phone : 999

Vehicle Information :

Vehicle 1 : 2010-2014 Van Hool C2045

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : max passengers = 57

Production Dates : JAN 15, 2010 - DEC 20, 2013

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 2 : 2010-2010 Van Hool C3045

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : max passengers = 57

Production Dates : FEB 19, 2010 - FEB 19, 2010

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 3 : 2016-2016 Van Hool CX35

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : number of passengers = max 42

Production Dates : JUL 24, 2015 - DEC 23, 2015

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 4 : 2014-2016 Van Hool CX45
 Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
 Body Style : OTHER
 Power Train : DIESEL

Descriptive Information : number of passengers= max 57

Production Dates : SEP 20, 2013 -JAN 11, 2016

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 5 : 2010-2013 Van Hool T2140
 Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
 Body Style : OTHER
 Power Train : DIESEL

Descriptive Information : number of passengers = max 48

Production Dates : JUN 24, 2010 -MAR 01, 2013

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 6 : 2015-2016 Van Hool TDX25
 Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
 Body Style : OTHER
 Power Train : DIESEL

Descriptive Information : number of passengers = max 81

Production Dates : DEC 23, 2014 -NOV 27, 2015

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 7 : 2015-2016 Van Hool TX40
 Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
 Body Style : OTHER
 Power Train : DIESEL

Descriptive Information : number of passengers = max 48

Production Dates : MAY 16, 2014 -JAN 14, 2016

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 8 : 2014-2016 Van Hool TX45
 Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
 Body Style : OTHER
 Power Train : DIESEL

Descriptive Information : number of passengers = max 56

Production Dates : SEP 27, 2013 -MAY 20, 2016

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 9 : 2010-2014 Van Hool T2145
 Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
 Body Style : OTHER
 Power Train : DIESEL

Descriptive Information : number of passengers = max 57

Production Dates : JAN 15, 2010 - JUN 19, 2013

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 10 : 2009-2016 Van Hool TD925
 Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
 Body Style : OTHER
 Power Train : DIESEL

Descriptive Information : number of passengers = max 81

Production Dates : FEB 05, 2010 - NOV 13, 2015

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The material of certain front steering knuckle carriers produced from August 2009 to March 2011, does not meet the minimum requirements.
 The material of other front steering knuckle carriers produced from April 2011 to December 2014 may not meet the minimum requirements.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Extreme loading conditions (e.g. emergency braking, severe potholes,...) may lead to cracks and finally loss of functionality of the steering knuckle carrier with bad material composition. In case of total failure however, a wheel could separate from the coach, which may cause a crash.

Description of the Cause : NR

Identification of Any Warning none
 that can Occur :

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

Early September 2016 a customer notified Van Hool of the broken LH front steering knuckle carrier of a model year 2012 coach with a front axle GAWR of 16500 lb. The defective parts are secured for litigation and cannot be sent to a certified lab for investigation of the material. Because of the lower mileage and lower GAWR of this failed coach however, it has been decided to extend the former safety recall 14V-569 to all other coaches from model year 2010 to 2013 regardless of their front axle GAWR.

Furthermore ongoing ultrasonic measurements revealed other batches with bad material composition in carriers produced from April 2011 to December 2014. A testing method has been developed in order to identify these other batches. Because an affected carrier needs to be replaced immediately, it has been decided to extend the former safety recall 15V-331 to all other coaches from model year 2013 to 2016.

Description of Remedy :

Description of Remedy Program : Van Hool recalls all coaches from model year 2010 to 2016 in order to identify the front steering knuckle carriers. If the front steering knuckle carrier is produced from August 2009 to March 2011, it needs to be replaced immediately.

If the front steering knuckle carrier is produced from April 2011 to December 2014, it is eligible for further inspection by ultrasonic measurement. In case the carrier shows a bad material composition, all carriers of that affected batch need to be replaced immediately.

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 : NOV 21, 2016 - NOV 21, 2016

Planned Owner Notification Date : JAN 21, 2017 - JAN 21, 2017

* NR - Not Reported