



IMPORTANT SAFETY RECALL

This notice applies to your vehicle (s) with VIN: **see attached list of affected VINs**.
This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

A T & T Charter Service, Inc.
10 Jilden Dr
Louisburg, NC 27549-9403

January 19, 2017

Subject: **NHTSA Recall Campaign 16V-857 / Van Hool P855**
Defect: **Steering Knuckle Carrier**
Affected units: **Van Hool buses modelyear 2010-2016**

Van Hool NV has decided that a defect which relates to motor vehicle safety exists in the above-mentioned coaches: the material of front steering knuckle carriers may not meet the minimum requirements. 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, a wheel could separate from the coach, which may cause a crash.

It is necessary to identify and register both front steering knuckle carriers on your vehicle(s): a webtool is provided for your help, see service bulletin SB1395. If this identification determines that a steering knuckle carrier is affected, it must be replaced immediately. For more details, refer to the work procedure WP752A.

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 identification / replacement will take approximately 0.5 / 20 hour(s) 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.



VIN LIST

SB1395
Safety Recall

Serial Number	Model	Name
YE2XC21B2E2048201	CX45	A T & T Charter Service, Inc.
YE2XC82B3G3048979	CX45	A T & T Charter Service, Inc.