

Kelly Schuler
RMD Recall Analyst
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Lier, April 26th 2017

Missing CY2016 Recall Information : Owner Notification Letters Issued late
16V-144 P814-SB1354 Missing J-Bracket Welds on Bus Operator Seat (Recaro)

Dear Mrs. Schuler,

As requested by 49CFR §577.7(b)(1) this letter explains the delay in notifying the owners of this safety recall and details what steps Van Hool has taken to ensure that future recall notifications are issued within 60 days of submission.

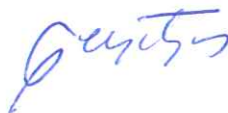
At submission of the safety recall through the portal on March 8th, the owner notification date for the customers was scheduled for April 11th (30 days). However when drafting the letter, we had some unexpected issues with the supplier Recaro mostly regarding the reimbursement conditions. Only by April 25th the matter was resolved and the Owner Notification Letter uploaded in the portal, and approved by you on April 26th. Together with the service bulletin, Van Hool notified its dealer ABC on May 3rd. Unfortunately at that time the responsible employee was on holiday for two weeks. Finally, the owners were notified on May 25th.

In order to eliminate this delay in the future, Van Hool documented the process as a whole, and hired and trained new employees for timely follow-up of the notifications and issuance of the service bulletins. In turn, our dealer ABC has also documented the employee's process and trained one of its warranty staff to duplicate that process.

Sincerely yours,
Van Hool N.V.

A blue ink signature of Hugo De Roo.

Hugo De Roo
Area Export Manager

A blue ink signature of Pascale Reyntjens.

Pascale Reyntjens
Chief Vehicle Compliance and Regulations