

Part 573 Safety Recall Report

17V-064

Manufacturer Name : Van Hool N.V.**Submission Date :** JAN 31, 2017**NHTSA Recall No. :** 17V-064**Manufacturer Recall No. :** P826**Manufacturer Information :****Population :**

Manufacturer Name : Van Hool N.V.

Number of potentially involved : 1,396

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

Estimated percentage with defect : 100 %

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 : number of passengers = max. 57

Production Dates : MAY 21, 2010 - DEC 20, 2013

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2014-2015 Van Hool TX40

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : number of passengers = max 48

Production Dates : JAN 13, 2014 - MAY 23, 2014

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2014-2017 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 - JUN 17, 2016

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 4 : 2011-2015 Van Hool TD925

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : number of passengers = max 81

Production Dates : DEC 17, 2010 - SEP 05, 2014

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

Vehicle 5 : 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 - OCT 02, 2015

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

Vehicle 6 : 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 7 : 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 : MAY 28, 2010 - JUN 19, 2013

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

Description of Defect :

Description of the Defect : The grease in the first generation Pailton bevel gear box is not suited for very low temperatures (below -20°C/-4°F), causing friction on steering and thus requiring additional manual force. It will be mostly noticeable at initial (cold) start-up. This phenomenon will often disappear later due to the warming up of the grease in the bevel box. Additionally, it has been determined that in some cases water has penetrated the bevel box via the sealing, thereby contaminating the grease. The

penetrating water will start corrosion of the bearings. This problem shows a gradual, but continual increase of the steering forces and will not disappear at higher ambient temperatures or when the bevel box is in use.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : By very low temperatures the affected bevel gear box could cause tough steering, especially at cold starts. The corrosion of the bearings could cause a remaining and increasing steering toughness. Furthermore if no actions are given to these symptoms, continuous usage of the affected bevel gear box could eventually lead to a sudden loss of operational steering.

Description of the Cause : NR

Identification of Any Warning that can Occur : stiff steering

Supplier Identification :

Component Manufacturer

Name : Pailton Engineering

Address : Phoenix H0use

Holbrook Lane Coventry FOREIGN STATES CV6 4AD UK

Country : United Kingdom

Chronology :

In December 2013 the first reports of stiff steering at low temperatures were received and first generation bevel boxes were replaced at customers demand by a modified version with grease that has an improved performance at these low temperatures. In Q4 2014, two cases with loss of drivability performance were reported for the original bevel box and thoroughly investigated by the manufacturer. Due to their high level of corrosion, Van Hool created a service information bulletin SB1261A and sent it out to all customers in Q2 2015 in order to create awareness that in case of an increase of steering forces, the bevel box should be examined and replaced. Due to the fact that Van Hool has noticed in 2016 that customers were still waiting too long before they changed their bevel boxes (confirmed on returned parts), Van Hool has decided to act proactively by means of starting up a safety recall for the first generation of Pailton bevel boxes.

Description of Remedy :

Description of Remedy Program : Van Hool recalls all coaches with a first generation Pailton bevel box and will replace it by a ZF bevel box. 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 : FEB 15, 2017 - FEB 15, 2017

Planned Owner Notification Date : MAR 31, 2017 - MAR 31, 2017

* NR - Not Reported