



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 6, 2018

Ms. Pascale Reyntjens
Compliance and Regulations
Van Hool N.V.
Bernard Van Hoolstraat 58
B-2500 Lier Koningshooikt
Belgium 99999

NEF-150MR
18V-209

Subject: Seat Belt Buckle Casings may Fail

Dear Ms. Reyntjens:

This letter serves to acknowledge Van Hool N.V.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

VAN HOOL/CX35/2016-2018
VAN HOOL/CX45/2015-2018
VAN HOOL/TD925/2015-2018
VAN HOOL/TDX25/2015-2018
VAN HOOL/TX40/2015-2018
VAN HOOL/TX45/2015-2018

Mfr's Report Date: March 30, 2018

NHTSA Campaign Number: 18V-209

Components:

SEAT BELTS:FRONT:BUCKLE ASSEMBLY

Potential Number of Units Affected: 1,475

Problem Description:

Van Hool N.V. (Van Hool) is recalling certain 2015-2018 CX45, TD925, TDX25, TX40, TX45, and 2016-2018 CX35 motorcoaches. The passenger seat belt buckles outer casing may fail leaving the seat belt buckles exposed.

Consequence:

The exposed seat belt buckles may reduce the seat occupants likelihood of using the seat belt, increasing the risk of injury in the event of a crash.

Remedy:

The remedy for this recall is still under development. The manufacturer has not yet provided a notification schedule. Owners may contact Van Hool customer service at 1-877-427-7278 or 1-407-656-7977.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please update your Defect Information report with Van Hool's remedy plan once it has been determined.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, alleged death and injuries and other information, with their dates of receipt. Please provide this information as soon as possible.

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement