Part 573 Safety Recall Report 18V-209

Manufacturer Name : Van Hool N.V.
Submission Date : MAY 02, 2018
NHTSA Recall No. : 18V-209
Manufacturer Recall No. : P941-SB1480

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Manufacturer Information :

Manufacturer Name : Van Hool N.V.
Address : BERNARD VAN HOOLSTRAAT 58
LIER-KONINGSHOOIKT (BELGIUM) 00
B2500
Company phone : 999

Population :

Number of potentially involved : 1,528
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2015-2018 VAN HOOL CX45
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : 56 PASSENGERS
Production Dates : AUG 22, 2014 - NOV 22, 2017
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2016-2018 VAN HOOL CX35
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : 42 PASSENGERS
Production Dates : JUL 24, 2015 - DEC 22, 2017
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 : 2015-2018 VAN HOOL TX45
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : 56 PASSENGERS
Production Dates : MAY 16, 2014 - MAR 09, 2018
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 4 : 2015-2018 VAN HOOL TDX25
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER

Power Train :	DIESEL
Descriptive Information :	81 PASSENGERS
Production Dates :	MAY 29, 2015 - FEB 06, 2018
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 5 :	2015-2018 VAN HOOL TX40
Vehicle Type :	BUSES, MEDIUM & HEAVY VEHICLES
Body Style :	OTHER
Power Train :	DIESEL
Descriptive Information :	48 PASSENGERS
Production Dates :	OCT 02, 2014 - OCT 12, 2017
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 6 :	2015-2018 VAN HOOL TD925
Vehicle Type :	BUSES, MEDIUM & HEAVY VEHICLES
Body Style :	OTHER
Power Train :	DIESEL
Descriptive Information :	81 PASSENGERS
Production Dates :	JUL 10, 2015 - NOV 08, 2017
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect :	Subject vehicles have passenger seats equipped with buckles of which the outer casing may fail. These casings are held in place by one plastic notch only. When subjected to great pressure (e.g. by standing on the buckle or tampering the buckle) these casings may fail and consequently slide down thereby uncovering the buckle mechanism.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	These buckles, as and when the covers have/are slid down, may give passengers the impression that the buckle mechanism is defect and as such inhibit passengers from buckling up.
Description of the Cause :	NR
Identification of Any Warning that can Occur :	NR

Supplier Identification :

Component Manufacturer

Name :	Fasching Salzburg
Address :	Hellbrunner Strasse 11
	Salzburg FOREIGN STATES 5020
Country :	Austria

Chronology :

The first claim on the seat belt buckle was traced back to a failure reported early March 2016. By February 2017, our distributor ABC Companies informed Van Hool on how the seats are being used by passengers and why many seat belt buckles are being damaged. Van Hool Quality Department assessed the problem as "The buckles are rigidly mounted and extend above the seat cushions. The solution proposed is a buckle on a flexible stem."
On March 30th 2017, the National Transportation Safety Board requested information on the seat belt buckle design after the incident at Biloxi involving a Van Hool motorcoach where several belt buckles were found with the cover out of place, but with all buckles remaining operational except one.
At the end of August 2017 two fixes were proposed and investigated. As a first solution the adding of a metal support on the anchorage to stop the casing from moving down, was proposed. The buckle on a flexible stem was as the second proposal after investigation retained and 2000 samples were sent into the field for a try-out.
On October 11th 2017 the Office of Defect Investigation of NHTSA opened a Preliminary Evaluation (PE17-006) to investigate allegations of seat belt latch casing failures, which request for information was answered by November 30th.
On March 30th 2018 Van Hool decided that the failure rate for the rigid buckles was too high for modelyear 2016 vehicles (17%), and decided to recall all affected motorcoaches, in order to have the rigid seat belt buckles on the aisle side changed by buckles on a flexible stem.

Description of Remedy :

Description of Remedy Program :	Van Hool is recalling the 2015-2018 affected motorcoaches, in order to have the rigid seat belt buckles of the aisle side passenger seats changed by flexible buckles : see service bulletin SB1480. 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 :	The recalled component is a rigid seat belt buckle with Fasching PN X-4315-2-009. The remedy component is a fixed seat betl buckle with Fasching PN 4309-2-002.
Identify How/When Recall Condition was Corrected in Production :	The rigid passenger seat belt buckles on the aisle side were replaced with flexible buckles.

Recall Schedule :

Description of Recall Schedule :	The notified owner should 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. The replacement will take approximately 10 minutes per buckle replaced and will be performed at no charge to the owner.
Planned Dealer Notification Date :	APR 17, 2018 - APR 17, 2018
Planned Owner Notification Date :	MAY 15, 2018 - MAY 29, 2018

* NR - Not Reported