



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.

May 16, 2018

Customer Name
Address
City, State Postal Code

Subject: **NHTSA Recall Campaign 18V-209 / Van Hool P941-SB1480**
Defect: **Seat Belt Buckle Casings may Fail**
Affected units: **Van Hool Motorcoaches Model Year 2015-2018**

Van Hool NV has decided that a defect which relates to motor vehicle safety exists in the affected motorcoaches: 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. 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.

To remedy this issue, Van Hool is recalling 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.

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 replacement will take approximately 10 minutes per buckle replaced 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.