



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

1200 New Jersey Avenue SE  
Washington, DC 20590

October 21, 2021

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

NEF-107MR  
21V-799

**Subject:** Wheelchair Lift Outer Barrier May Fail/FMVSS 403

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/C2045/2000-2014  
VAN HOOL/CX45/2016  
VAN HOOL/T2145/1998-2013

**Mfr's Report Date:** October 14, 2021

**NHTSA Campaign Number:** 21V-799

**Components:**

EQUIPMENT ADAPTIVE/MOBILITY:WHEELCHAIR LIFT/RAMP

**Potential Number of Units Affected:** 422

**Problem Description:**

Van Hool N.V. (Van Hool) is recalling certain 2000-2014 C2045, 2016 CX45, and 1998-2013 T2145 vehicles equipped with Ricon Baylift Wheelchair Lifts. When the lift's outer barrier is fully deployed, it may not withstand a sufficient amount of force, which could cause it to fail. As such, these lifts fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 403, "Platform Lift Systems."

**Consequence:**

In the event that a mobility device pushes into the outer barrier, the barrier may fail, increasing the risk of injury for the lift occupant.

**Remedy:**

Ricon will reinforce the outer barrier with additional supports, free of charge. Owner notification letters are expected to be mailed on October 26, 2021. Owners may contact Van Hool's customer service at 1-877-427-7278 or 1-407-656-7977. Van Hool's number for this recall is P1528-SB2067.

**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.nhtsa.gov](http://www.nhtsa.gov).

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).

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.

Van Hool N.V.'s contact for this recall will be Michelle Rice who may be reached by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement