

Part 573 Safety Recall Report

23V-861

Manufacturer Name : Van Hool N.V.**Submission Date :** MAR 06, 2024**NHTSA Recall No. :** 23V-861**Manufacturer Recall No. :** SB2409**Manufacturer Information :****Population :**

Manufacturer Name : Van Hool N.V.

Number of potentially involved : 64

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

Estimated percentage with defect : 100 %

Company phone : 999

Vehicle Information :

Vehicle 1 : 2024-2024 Van Hool CX45

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population is determined on the basis of information supplied by the component manufacturer FKT, which states, with a spreadsheet overview, that the recalled products differ from the production batch before and after the infected batch that occurred.

Production Dates : SEP 15, 2023 - NOV 29, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The attachment screw used to secure the webbing for pelvic restraint of the seat belt assembly on the seats may break at any given time and/or under sudden impact.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Seat belt assembly can become disengaged from the seat while in service or on impact or crash.
An unanchored seat belt may not properly restrain an occupant during a crash, increasing the risk of injury.

Description of the Cause : FKT states that the root cause is hydrogen embrittlement which caused self tapping screws to break due to the particular manufacturing process and material specification.
Additionally to this statement, tapping process was missed out due to the operator carelessness on some frames which does not directly affect the

possibility of breaking.

Identification of Any Warning that can Occur : Disengaged webbing for pelvic restraint of seat belt assembly.

Involved Components :

Component Name 1 : Screw M8x20 DIN 7500 CTX

Component Description : Self tapping screw fir the webbing for pelvic restraint of the seat belt assembly

Component Part Number : 3009239

Supplier Identification :

Component Manufacturer

Name : FKT Koltuk Sistemleri (Franz Kiel Turkey)

Address : Minareliçavuş, N. 305.

NOSAB 305. Sokak No:1 Nilüfer/Bursa Foreign States 16140

Country : Turkey

Chronology :

On October 3, 2023 Van Hool notified broken screws for two seat sets to FKT and requested an 8D-report. To that effect Van Hool ordered on October 9 a Scanning Electron Microscopy (SEM) test for hydrogen embrittlement of the broken screws. On the other hand, FKT presented a missed tapping process as an additional potential root cause on the breaking issue on October 24.

Van Hool claimed another 2 sets of seats with broken screws on October 25.

On October 30 Van Hool received the FKT 8D report with the analysis of different causes (process tightening torques, heat treatment, material specification, missed tapping operation and hydrogen embrittlement) that could be potential causes. In "The Tracebility and detailed Analysis Songyuan published on October 27, 2023", FKT analyzed and identified affected batch of screws.

ABC Companies notified Van Hool of a broken screw on 1 delivered vehicle on December 6.

When Van Hool received the result of the SEM-test on December 15, 2023, which confirmed that the screws broke due to hydrogen embrittlement, Van Hool management decided to notify NHTSA.

The timeline includes all events: there are no other warranty claims, field or service reports, test results, and other information (such as the number of deaths and/or injuries) received to report.

Description of Remedy :

Description of Remedy Program : Potentially impacted vehicles will be inspected.
The screw (M8x20 DIN 7500 CTX) for securing webbing on the other side of the buckle of the seat belt assembly needs to be replaced on all passenger seats of population.
Van Hool / ABC is going to conduct recall and notify end customers if any.
Van Hool / ABC is going to prepare list of the end customers informations (locations, contact name, phone numbers and address) and share with FKT and Kiel NA.
Service bulletin is going to be prepared by Van Hool and shared with the parties.
Replacement screws are going to be supplied by FKT to Kiel NA for 44 coaches. Screws for 20 coaches have already been shipped to Van Hool / ABC on October 14, 2023.
The affected population remains under warranty and is exempt from the reimbursement requirements.

How Remedy Component Differs from Recalled Component : Current screws on the end bracket connection of webbing are replaced with the replacement screws.

Identify How/When Recall Condition was Corrected in Production : FKT stated on October 30, 2023: “
- Training conducted for the welding and assembly line operators.
- All the stocked chassis & seat sets were checked and tapping operation performed. All the stocked PO Numbers have been controlled and screws that is supplied in safety belt kit have been replaced with the screw from local supplier (3009239 - M8x20 DIN EN 7500 CTX Zni Self Tapping Screw) with same specification.
- Torque values were started control by manual torquemeter and marked by the quality controllers.”

Recall Schedule :

Description of Recall Schedule : ABC Companies will conduct the recall and notify owners.
Van Hool will publish the service bulletin SB2409 for the vehicles concerned in its customers portal.

Planned Dealer Notification Date : FEB 12, 2024 - FEB 12, 2024

Planned Owner Notification Date : FEB 16, 2024 - FEB 16, 2024

* NR - Not Reported