



IMPORTANT SAFETY RECALL

This notice applies to your vehicle (s) with VIN

[Addressee]

May 20, 2024

Subject: **NHTSA Recall Campaign 24V-332**
Defect: **Burner units of Eberspächer Hydronic L-II heaters (16-35 KW)**
Affected units: **Certain Van Hool Motorcoaches model year 2023 & 2024**

Dear Van Hool Motorcoach Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

ABC Bus Inc. has decided that a defect, which relates to motor vehicle safety, exists in the certain 2023/2024 Van Hool model CX35 and CX45 motorcoaches. The burner units of Eberspächer Hydronic L-II heaters (16-35 KW) produced from May 01, 2023 to January 31, 2024 may have excessive exhaust gas values due to a factory calibration error. People in the immediate vicinity of these heaters could suffer smoke inhalation due to the exhaust fumes, increasing the risk of injury. Furthermore, the possibility of a vehicle fire due to increased temperatures cannot be ruled out. As a result, Eberspächer is conducting a safety recall. We apologize for this inconvenience.

IMPORTANT

- Your vehicle is involved in Eberspächer recall 24E-030.
- Contact ABC Bus Inc. to schedule inspection and repair.
- This service will be performed for you at **no charge**.

WHY DOES MY VEHICLE NEED REPAIRS?

To remedy this issue, Eberspächer is recalling all potentially affected heaters in Van Hool motorcoaches for inspection and repair. The HL-II CO2 adjustment will be properly calibrated to avoid potential excessive exhaust gas values. See Eberspächer Rework Cleaning Instructions 25.2486.95.2830.0A_EN_0224.PDF (attached).

WHAT WILL WE DO?

ABC Bus Inc. will inspect Eberspächer Hydronic L-II heater on your motorcoach and recalibrate the air flow, if needed based on inspection. This work will be performed at **no charge** to you. The replacement will take approximately 1 hour 30 minutes.

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.



WHAT SHOULD YOU DO?

Please contact ABC Bus Inc., Van Hool's designated agent in the United States, to schedule the inspection and repair and to ensure that parts are available. Please contact ABC Bus Inc. at (407) 656 7977 or 1-877-427-7278 (toll free). ABC Bus Inc. is located at 17469 West Colonial Drive, Winter Garden, FL 34787

WHO SHOULD YOU CONTACT WITH FUTHER QUESTIONS OR CONCERNS?

If you have any questions or concerns, please contact ABC Bus Inc. at (407) 656 7977 or 1-877-427-7278 (toll free).

If after contacting ABC Bus Inc. at the number above, you are not satisfied we have done our best to remedy this condition without charge to you and within a reasonable time, you may wish to write to the 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.

WHAT IF YOU ARE A LESSOR?

Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

WHAT IF YOU NO LONGER OWN THE VEHICLE?

If you no longer own the vehicle, complete the attached Change of Ownership form and mail it to ABC Bus Inc. at 17469 Colonial Drive, Winter Garden, FL 34787 or Contact ABC Customer Care at 1-800-427-7278, option 3 (toll free).

We apologize for any inconvenience and thank you for your attention to this safety matter.

Sincerely,

Michael Anstead
Director, Customer Care



CUSTOMER CHANGE OF ADDRESS OR OWNERSHIP FORM

Vehicle Identification Number (last 5 digits) _____

Update name and address: (Please type or print the new owner's name and address or your name and/or address if it has changed)

Please mark the applicable box and print or type the changes below:

- Change in your address
- Change of vehicle ownership

Company name: _____

First name: _____

Last name: _____

Street Address: _____

City, State & Zip Code: _____

Country: _____

Email Address: _____

Please return this form by.

Fax: 407-905-7720

Email: warranty@abc-companies.com

Mail: ABC Companies, attn: Warranty Dept. 17469 W. Colonial Drive., Winter Garden, FL 34787