



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 2, 2021

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

NEF-107MR  
21V-385

**Subject:** High Pressure Fuel Rail Assembly May Leak Fuel

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/AG300/2021  
VAN HOOL/CX35/2018-2021  
VAN HOOL/CX45/2018-2019  
VAN HOOL/TD925/2018  
VAN HOOL/TDX25/2018-2021  
VAN HOOL/TX45/2018-2019

**Mfr's Report Date:** May 25, 2021

**NHTSA Campaign Number:** 21V-385

**Components:**

FUEL SYSTEM, DIESEL:FUEL INJECTION SYSTEM:FUEL RAIL

**Potential Number of Units Affected:** 681

**Problem Description:**

Van Hool N.V. (Van Hool) is recalling certain 2018-2021 CX35, TDX25, 2018-2019 CX45, TX45, 2021 AG300, and 2018 TD925 vehicles. The sealing washer may not seat correctly in the pilot bore holes, allowing the high pressure fuel rail assembly to leak.

**Consequence:**

A fuel leak in the presence of an ignition source increases the risk of a fire.

**Remedy:**

Dealers will inspect the rail threads, and replace the rail as necessary, free of charge. Owner notification letters are expected to be mailed June 19, 2021. Owners may contact Van Hool customer service at 1-877-427-7278 or 1-407-656-7977. Van Hool's number for this recall is P1489.

**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 ensure the following requirements are met:**

A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

**AMENDED 573 REQUIRED.**

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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