



# SERVICE BULLETIN No.1104

Circulate to listed addressees

<b>COACH MODEL</b>	: A508, T940, T945, T2140, T2145, T945S, S2145 and C2045
<b>BULLETIN TYPE</b>	: Service Information
<b>MANUAL &amp; SECTION</b>	: N/A
<b>PARTS BOOK REVISION</b>	: N/A
<b>DATE</b>	: March 20th, 2002
<b>SUBJECT</b>	: <b>Vanner NHTSA recall campaign #01E-001</b>
<b>TERMS &amp; CONDITIONS</b>	: Refer to Vanner campaign documents (see Enclosures 1 → 5)

## APPLICATION:

- The Service Information section on page 2 of 4 of this Bulletin shows a list of Van Hool coaches, which may have a defective OEM fitted Vanner 60-Series (Family 3) battery equalizer.
- Owners of coaches which have had the battery equalizer replaced prior to this notification, whether listed in this Bulletin or not, should recheck the part as described in the inspection procedure of Enclosure 4.

## DESCRIPTION:

- The purpose of this Bulletin is to warn customers that Vanner Inc., manufacturer of the battery equalizers currently installed in Van Hool busses and coaches, has determined that some of its units may fail in an unusual manner, resulting in smoke and physical damage. This creates a risk for a potential fire hazard and could result in operator distraction or possible personal injury.
- To address the issue, Vanner is conducting a safety recall on these equalizers. The terms and conditions of the campaign are explained in detail in the Warranty Information section on page 2 of 4 of this Bulletin and in the attached Vanner documents.

*Service personnel: please read, initial and circulate.*

Service Manager	Parts Manager	Warranty Administrator	Workshop Foreman	Service Technician

## **PARTS:**

- Parts disposition: please return old parts as per Vanner instructions on page 1 of Enclosure 5.

## **SERVICE INFORMATION:**

- Following coaches may have been OEM fitted with a faulty Vanner VoltMaster Battery Equalizer Family 3 60-60M manufactured between November 1998 and July 2000:

<b>Model</b>	<b>Engine</b>	<b>VIN</b>
A508	Cummins	22240 → 22242 and 22245 → 22248
T945	Cummins	29473,29982,29984, 42108 → 42106, 42120, 42124, 42139 and 42141
T2140	Cummins	40102, 40138, 40145 → 40147
	Detroit Diesel	40560, 40575, 40605 → 40610
T2145	Cummins	43077, 43121, 43140, 43171, 43211, 43240, 43267, 43295, 43339, 43348, 43385, 43416, 43456, 43498, 44008, 44019, 44028 → 44252
	Detroit Diesel	43728, 43746, 43796, 43800, 43802, 43834, 43845, 43898, 43901, 43911, 43913, 43917 → 43999, 44501 → 44565, 44578, 44580
C2045	Cummins	45004 → 45221, 45259, 45280, 45289, 45304
	Detroit Diesel	44504 → 45685, 45687, 45690, 45792, 45804 → 45805
T945S	N/A	29747
S2145	N/A	42201, 42203 → 42225

Service Bulletins are issued to supplement or supersede information in the Van Hool manuals. Note Service Bulletin number, date and subject on the register at the end of the relevant chapter(s). File Service Bulletin separately for future reference.

## **WARRANTY INFORMATION:**

- Campaign reference: NHTSA recall campaign #01E-001.
- Causal part: Vanner VoltMaster Battery Equalizer Family 3 60-60M (Van Hool part number VH 10674243).
- The recall campaign subject of this Bulletin is conducted by Vanner Inc., 4282 Reynolds Drive, Hillard, Ohio 43026. All inquiries/correspondence regarding the campaign should be directed to Vanner Inc.
- Vanner Inc. will notify fleet owners to inspect their vehicles to determine whether they have equalizers which are prone to failure.
- The terms and conditions of the campaign are detailed in the attached Vanner documents (Enclosures 1 through 5).
- Enclosures:
  1. Recall campaign reminder
  2. Amended recall notice

3. Unit exchange form
  4. Equalizer identification diagrams
  5. Equalizer recall procedure letter
- Van Hool will not accept any warranty claims for this repair.

*NOTE: If you are unsuccessful in obtaining proper information or parts from Vanner Inc., please contact ABC Customer Care at 1-800-222-2871.*

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February 18, 2002

Dear:

1. The purpose of this letter is to **remind you of the recall of the Vanner 60-Series (Family 3) Battery Equalizer**, and the possibility of this product being installed on your vehicle(s). This letter outlines the **reason for the recall**, and requests a **confirmation** acknowledging that you have been informed of the recall, and fully understand this is a voluntary recall in accordance with the guidelines of the National Traffic Highway Safety Association (NTHSA).
2. The attached Original Equipment Manufacturer (O.E.M.) documentation identifies your company as possibly having vehicle(s) manufactured with the designated recalled equalizer. Please see the attached O.E.M. Vehicle Designation List for identification of the specific vehicle(s).
3. The **Vanner 60-Series (Family 3) Battery Equalizer with date codes between #98328 (November 25, 1998) and #00203 (July 21, 2000)** is the product being recalled. In addition to the date code, an identifying feature of the equalizer is the **plastic cover**. (See attached Diagram for date code locations)
4. The Vanner 60-Series (Family 3) Equalizers were recalled due to a small percentage of units exhibiting an **unacceptable failure mode**. The failure mode can cause excessive heating and the admittance of smoke from the equalizer. Although less than .001 percent of the units produced have experienced this failure mode, Vanner Inc. has initiated a voluntary recall in accordance with the National Traffic Highway Safety Association (NTHSA) guidelines.
5. Vanner Inc. has been a manufacturer of quality power conversion products for more than twenty years, and has always regarded safety as our top priority. We are willing to assist with the expeditious execution of this recall with your company. Please let us know how we can be of assistance.
6. Please acknowledge receipt of this letter by signing and faxing it to **Angel Ripley at (614) 771-4904**. If you have any questions, please call Tim McLane at voicemail (800) 227-6937 Ext. 217, or e-mail [timm@vanner.com](mailto:timm@vanner.com). Thank you.

Sincerely,

Enclosures:

1. Amended Recall Notice
2. Unit Exchange Form
3. Equalizer Diagram
4. Equalizer Recall Procedure Letter

Mark S. Bajko  
Vanner Inc.  
National O.E.M. Sales Manager

**I acknowledge receipt of the Vanner 60-Series (Faimly 3) Equalizer Recall, and fully understand that this is a voluntary recall in accordance with the National Traffic Highway Safety Association (NTHSA) guidelines.**

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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## RECALL AMENDMENT NOTICE

DATE: January 31, 2001 (*Van Hool receiving date: March 14th, 2002*)  
TO: 60 Series Battery Equalizer Customers  
FROM: David Douglas, Director of Engineering

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

Vanner has elected to expand the recall on Vanner **60 Series (Family 3)** Battery Equalizers to include all products manufactured between November 25, 1998 (DOM #98328) through July 21, 2000 (DOM #00203) which contains a plastic cover. As in the original recall, this includes only model numbers 60-60, 60-80 and 60-100. All conditions and terms remain unchanged from the initial recall in regards to inspection and our exchange unit program.

The **60 Series (Family 3)** product has been discontinued and replaced by our 65-Series (Family 4) Equalizers to assure that you can depend on Vanner Inc. for quality power conversion products.

It is Vanner Inc.'s concern for our customer's satisfaction and safety that motivates us. Please be reassured that Vanner Inc. has, and will support our customers with regards to our products, their performance and safety.

Thank you for your attention to this important matter,

David W. Douglas  
Director of Engineering  
Phone: (614) 771-2718 ext. 280 or (800) AC-POWER  
Fax: (614) 771-4904  
e-mail: [davidd@vanner.com](mailto:davidd@vanner.com)

INVERTERS • INVERTER/CHARGERS • BATTERY EQUALIZERS • MONITORS • BATTERY  
ISOLATORS • AUTO THROTTLES

Vanner Corporate Office: 4282 Reynolds Drive, Hilliard, Ohio 43026 • 1-800-AC POWER • Tel: 614-771-2718 •  
Fax: 1-614-771-4904 • [www.vanner.com](http://www.vanner.com)  
Regional Sales Offices: Eastern: 614-781-1855 • Southern: 704-947-1755 • Central: 913-859-0862 • Western:  
888-AC POWER

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**UNIT EXCHANGE FORM**

1. The purpose of the Vanner Inc. Unit Exchange Form is to document the inspection of the vehicle(s) to determine the amount of recalled Vanner 60-Series (Family 3) Battery Equalizers that qualify for the Vanner 60-Series (Family 3) Battery Equalizer Recall program.
  
2. Please complete the following information, and return the form to the following address. Please complete a separate form for additional units, and indicate page    of    at the bottom of the page.
  - a. **Vanner Inc.** (800) 227-6937 – Telephone  
**Attn: Angel Ripley** (614) 771-4904 – Fax  
**4282 Reynolds Drive**  
**Hilliard, Ohio 43026**
  
3. If you have any questions, please call Tim McLane, Inside Sales Manager at (800) 227-6937 Ext. 217, or e-mail at [timm@vanner.com](mailto:timm@vanner.com). Thank you.

Company Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City / State / Zip Code: \_\_\_\_\_  
 Point of Contact: \_\_\_\_\_ Title: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_  
 Purchase Order / Tracking Number: \_\_\_\_\_ Date: \_\_\_\_\_

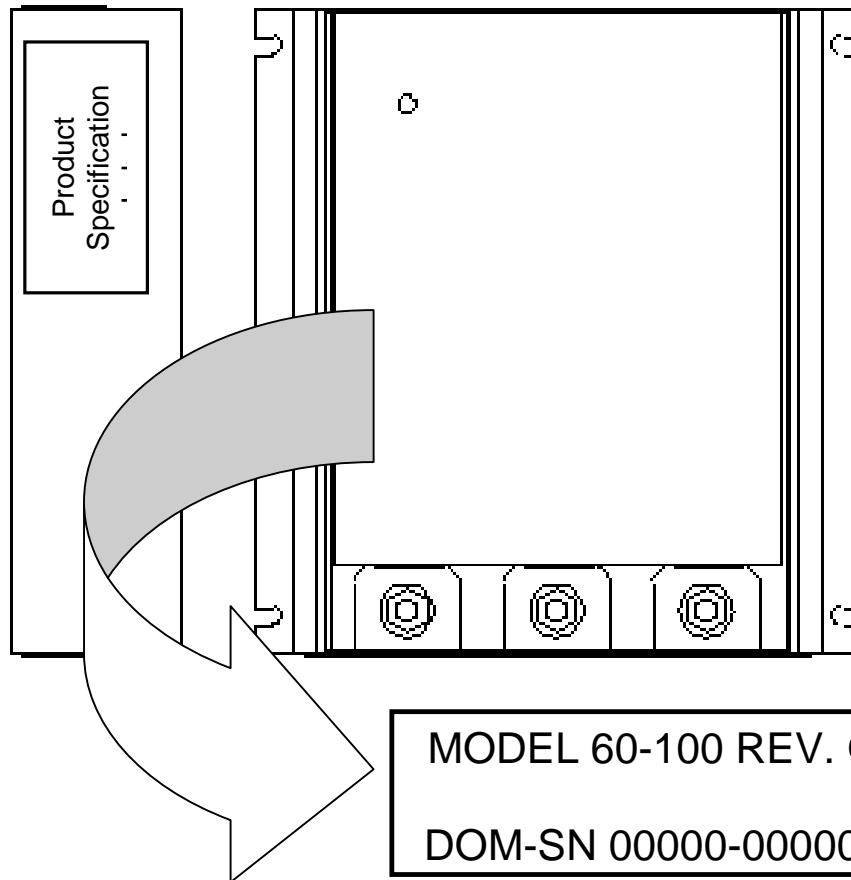
Equalizer #	Vanner Model #	Vanner DOM-SN #	O.E.M.	Vehicle Identification #
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				



## Vanner 60 Series – Equalizer

The information required for the Unit Exchange Form can be found on the Product Specification Label, which may be located in one of two possible locations:

- Location 1: On the top or cover
- Location 2: On the side of the product

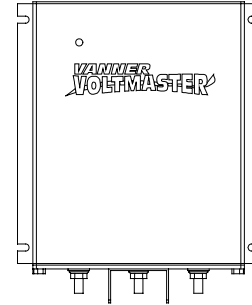
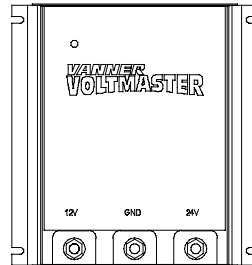
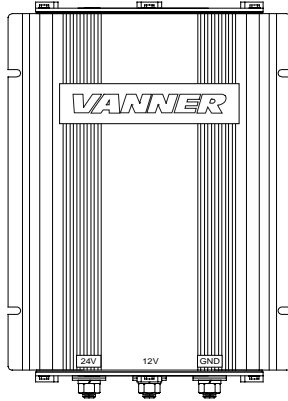
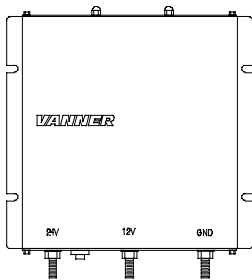


The first five digits of the DOM-SN indicate the Date of Manufacturing (DOM). The first two numbers indicate the year and the last three the day of the year. For example, 98328-XXXXXX indicates the 328<sup>th</sup> day of 1998 (i.e. November 25, 1998).

All 60-60, 60-80, and 60-100 Series Equalizers with Date of Manufacturing (DOM) **98328-XXXXXX** (November 25, 1998) through **00203-XXXXXX** (July 21, 2000) are covered under the Vanner 60 Series Equalizer Recall.

# Vanner – Equalizer Comparison Diagram

## VoltMaster Battery Equalizer



### Family 1

60-10B  
60-20A  
60-50A  
60-50E  
60-50M

### Family 2

60-100C  
60-100D  
60-100E

### Family 3

60-60  
60-60M  
60-80  
60-100

### Family 4

65-60  
65-60M  
65-80  
65-100



**“Only Vanner 60-Series (Family 3)  
Equalizers Qualify for the Recall  
Program.”**



February 18, 2002

Dear Vanner Inc. Equalizer Customer:

1. The purpose of this letter is to explain the procedures for the replacement of the Vanner Inc. equalizer identified as qualifying for the Vanner 60-Series (Family 3) Battery Equalizer Recall. (See attached documentation for equalizer identification)

2. Vanner Inc. and the equalizer customer will follow these steps to assure proper identification, shipment, and accountability of the recalled equalizer(s).

a. Step 1: The equalizer customer inspects potential vehicle(s) identified by the original equipment manufacturer as having recalled equalizer(s) installed, and completes the attached Vanner Inc. Unit Exchange Form.

b. Step 2: The equalizer customer issues a Purchase Order Number to Vanner Inc. allowing for the shipment of replacement equalizer(s), and the accountability of recalled equalizer(s). The purchase order number can be written below, or attached to this letter.

Purchase Order # \_\_\_\_\_ Date \_\_\_\_\_

c. Step 3: The equalizer customer signs this letter acknowledging full understanding of the equalizer recall procedures. The signed letter, Unit Exchange Form, and Purchase Order Number are faxed to the attention of Angel Ripley, Inside Sales Representative, at (614) 771-4904.

d. Step 4: Vanner Inc. ships the replacement equalizer(s) to the equalizer customer, along with an invoice for the replacement equalizer(s) with Net 60 day billing.

e. Step 5: The customer replaces the recalled equalizer(s) with the replacement equalizer(s), and returns the recalled equalizer(s) back to Vanner Inc. within the 60 day period of time.

f. Step 6: Vanner Inc. issues a credit to the equalizer customer equal to that of the invoice, once all recalled equalizer(s) are returned to Vanner Inc.

3. If you have any questions, please call Tim McLane, Inside Sales Manager at (800) 227-6937 Ext. 217, or e-mail [timm@vanner.com](mailto:timm@vanner.com). Thank you.

Sincerely,

- Enclosures:  
1. Amended Recall Notice  
2. Unit Exchange Form  
2. Equalizer Diagram

Mark S. Bajko  
Vanner Inc.  
National O.E.M. Sales Manager

**I acknowledge receipt of the Vanner 60-Series (Family 3) Equalizer Recall procedures, and fully understand the steps necessary to allow for the shipment, replacement, and accounting of the recalled equalizer(s).**

\_\_\_\_\_  
**Printed Name**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

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