

VDL BUS & COACH



BEA-TT
Tour Pascal B
92055 La Defense Cedex
Msr. J.G. Koenig
France

25 March 2009

**Subject :2007-011 accident 14 juin 2007 accident entre un autocar et
un ensemble de signalisation sur L'autoroute A4 a Thillois.**

Monsieur le Directeur,

We have well received your report concerning the above mentioned bus accident. We thank you for the good analysis that has been made.

In the report, one of the five recommendations (R2) is concerning VDLBOVA.

R2-The position for the selector switch audio/video must be accessible for other persons then only the driver.

R2-The different positions of the switch must be easily be identified.

Because of not being familiarized the driver failed his attention causing this accident to happen.

The design of the dashboard is a compromise in between ergonomics, orderly and easy accessibility.

In 95% of the cases the driver is travelling without a guide and he needs to have easy access to the switches. Therefore the dashboard is designed in the most ergonomic way.

In case of delivery of a new bus we always take care that:

- Instruction is given to the customer/driver how to operate the switches
- An instruction manual is given to the customer.

Special attention is given to the customers if they are asking for different electrical options or even special items.

Nowadays -in general- customers can have special wishes concerning all kind of electronic equipment or gadgets.(DVD-Video, I-POD, Playstation, Laptop, satellite TV, handsfree telephone etc.)

Therefore it is not possible for each special application to design, develop and purchase a dedicated switch. Besides, if we add extra switches, the live of a driver get even more complex, because he has to choose - while driving- out of multiple switches. The most optimal ergonomic choice has been made.

From this point of philosophy the dashboard is designed in the most ergonomic and orderly way.

Meantime, as of vehicle chassisnumber 11320220, the dashboard in this bustype has been evaluated in a even more ergonomic way, in this case the audio/video selector switch is placed in a higher position in the dashboard. Therefore the driver can keep his eyes more on the road. However, disattention of the driver can never be prevented.

Hoping, this answer fulfills your expectations, we will be available for any further questions or supplementary information.

Sincerely yours,

R. Goossens
Manager central service

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