

March 26, 2009

TO: Eldorado National – Kansas Dealer

SUBJECT: NHTSA Recall No. **09V-021**
Transport Canada Recall No. **09-011**

PROBLEM:

ElDorado National has decided that a defect that relates to motor vehicle safety exists in certain Aero Elite, Aerolite, Aerotech, Transtech and Versashuttle buses built between January 1, 2007 and October 1, 2008. Specifically, the fasteners that secure the bus driveline to the Telma brake retarder may have been improperly torqued during assembly. If not tightened properly, the fasteners could come loose and cause loss of vehicle control, possibly causing a crash and potentially resulting in property damage, personal injury, or death.

RANGE OF VEHICLES INVOLVED:

<u>Models</u>	<u>Model Years</u>
Aero Elite	2007, 2008
Aerolite	2007, 2008
Aerotech	2007, 2008
Transtech	2007, 2008
Versa Shuttle	2007, 2008

WARRANTY REIMBURSEMENT:

A notice of this recall has been sent to affected retail owners. A copy of the Owner's letter is included for your review. They may request that you complete the repair. If so, please follow the warranty reimbursement procedure. If the unit and/or units are in your inventory, or if you are requested to perform the repair for the retail customer, please complete the advised repair and send in a warranty claim referencing this recall number for reimbursement.

SERVICE ACTION:

Complete fastener inspection per enclosed Technical Service Bulletin

encl. – Owners Letter, Technical Service Bulletin



Safety Recall Notice

Safety Recall Notice

The following is information on how to review and address the concern for installation of the Telma Retarder on the mounting bolts and driveline fasteners.

CONCERN: Torque values on all Telma Retarder installation fasteners.

SOLUTION: Check all fasteners to insure proper torque has been applied on both the fasteners securing the driveline & mounting brackets as outlined by ElDorado National's print p/n 0032960.

PRINTS ATTACHED: Torque Specs, Driveline & Telma (2 pages) p/n 0032960

TOOLS:

3/8" & 1/2" Torque wrenches

Impact grade sockets: 1/2 drive sockets - 22mm, 9/16" (deep well) & 7/16" (deep well), 3" 1/2" extension and 3/8" drive 3/8" socket & 3/8" universal joint extension

Wrenches: 22mm, 9/16" and 7/16"

TIME ALLOWED: .75 hours

Recommended: Perform this review on an annual basis as part of the routine maintenance of the vehicle.

This Safety recall is supplied as technical information and is direction how to address the concern outlined within. Please contact your nearest dealer to address this matter as promptly as possible.

Date: March 26, 2009

Subject: Telma Retarder Installation

ENC Units Built:

January 1, 2007 to October 1st, 2008

Models: Aerotech, Aerolite, Transtech, AeroElite & Versashuttle

Warranty Status:

Please contact your dealer for directions on reimbursement.

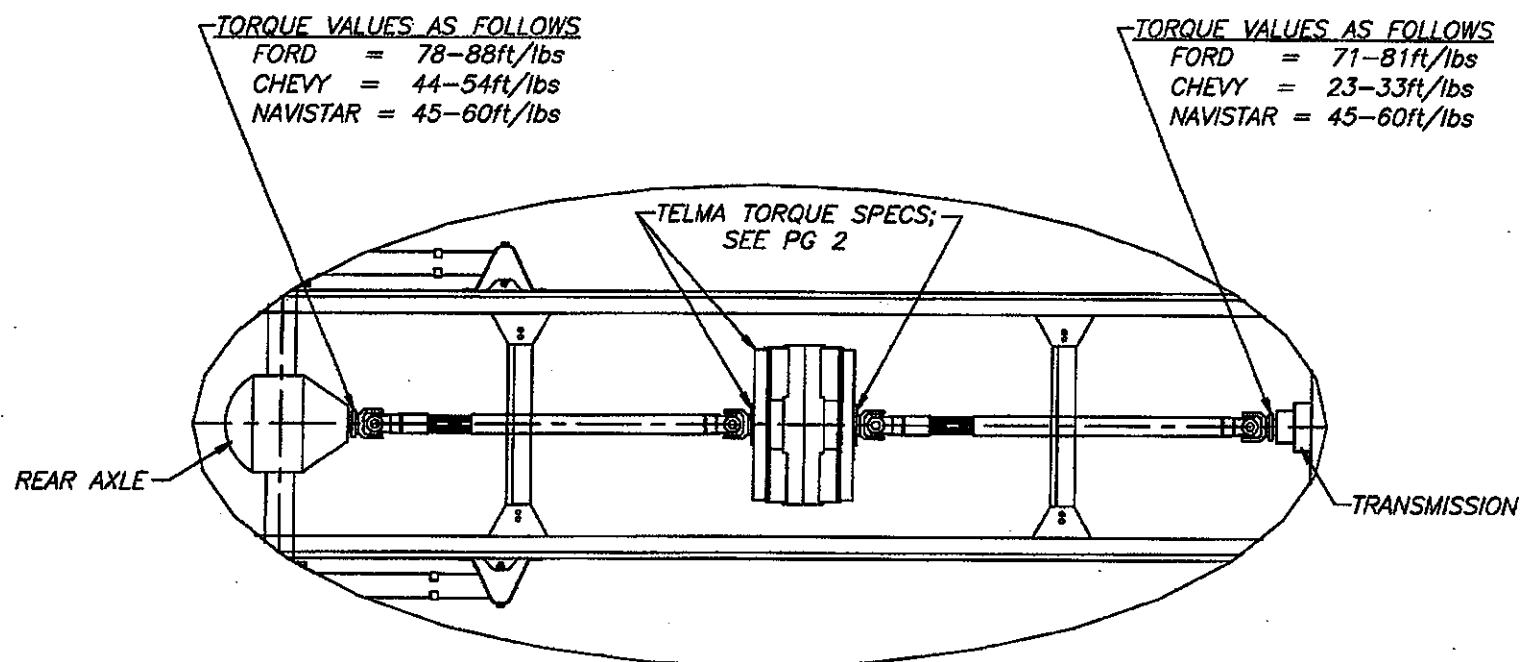
Safety Recall #'s

NHTSA
Recall # 09V-021

Canada Transport
Recall # 09-011

NOTES:

- 1) USE MEDIUM STRENGTH BLUE (E53554) LOCKTITE ON ALL FASTENERS.
- 2) APPLY TORQUE SEAL AFTER BEING TORQUED.
- 3) ALL FLANGES WITH MORE THAN 4 FASTENERS SHOULD BE TORQUED IN A STAR SHAPED PATTERN.
- 4) SOME FASTENERS MAY BE HARD TO REACH, A CROWS FOOT MAY BE USED, THIS WILL CHANGE TORQUE SPEC.....SEE ENG.
- 5) EXTENSIONS SHOULD NOT BE USED, DRIVELINES MAY NEED TO BE ROTATED TO TIGHTEN PROPERLY.



**ElDorado
National**



— a THOR company —

1655 WALL STREET
SALINA, KS. 67401

NEXT ASSEMBLY: NONE	DRAWING INFORMATION				TITLE:			
SUPERCEDES: NONE	DRAWN: RYSER	CKD:			TORQUE SPECS, DRIVELINE & TELMA			
DO NOT SCALE DRAWING	DATE: 10/15/08	SIZE: A			MATERIAL SPEC:			
MARK PART NUMBER AND REVISION ON ALL PARTS	SCALE: 1/24	WGT:			PART NUMBER			
THIS DRAWING IS THE PROPERTY OF EL DORADO NATIONAL COMPANY, A THOR INDUSTRIES COMPANY AND IS NOT TO BE DUPLICATED OR USED IN ANY WAY DETRIMENTAL TO THEIR BEST INTEREST. REV. 02/02	TOLERANCE UNLESS SPECIFIED				RELEASE TO PRODUCTION			
	FRACTIONS $\pm 1/16$	DECIMALS $\pm .06$	ANGLES $+ 1 \text{ DEG.}$		13634	RELEASE #		
	REV.	BY	DATE		DESCRIPTION			
						0032960		PAGE 1 OF 2

Diagram illustrating the assembly of the TIR03109 relay box, showing mounting details and torque specifications:

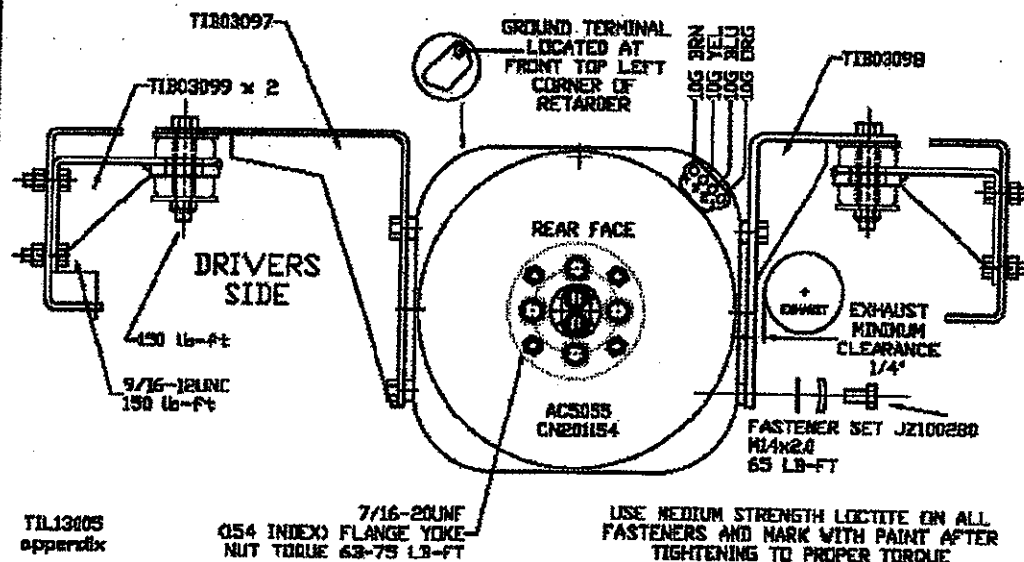
- TIR03109 relay box
- bracket
- mounts using chassis bracket bolts
- TIR03109
- 9/16" BOLTS: 150 LB-FT
- TIR03121 DRIVER (LEFT) SIDE
- 150 LB-FT
- 65 LB-FT
- TIR03122 PASSENGER (RIGHT) SIDE
- 3/8-24UNF FLANGE YDKE (INDEX 158)
- NUT TORQUE 40-48 LB-FT

USE MEDIUM STRENGTH LOCTITE ON ALL
FASTENERS AND MARK WITH PAINT
AFTER TIGHTENING TO PROPER TORQUE

PAGE 6

-AEC & AEN

FORD E SERIES BRACKET ASSEMBLY



USE MEDIUM STRENGTH LOCTITE ON ALL
FASTENERS AND MARK WITH PAINT AFTER
TIGHTENING TO PROPER TORQUE

NEXT ASSEMBLY: NONE	DRAWING INFORMATION						— a THOR company —				1655 WALL STREET SALINA, KS. 67401	
SUPERCEDES: NONE	DRAWN: RYSER	CKD:					TITLE: TORQUE SPECS, DRIVELINE & TELMA					
DO NOT SCALE DRAWING	DATE: 10/15/08	SIZE: A					MATERIAL SPEC:					
MARK PART NUMBER AND REVISION ON ALL PARTS	SCALE: 1/24	WGT:										
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	FRACTIONS $\pm 1/16$	- JLR 10/15/08	RELEASE TO PRODUCTION		13634	0032960		2 OF 2				
	DECIMALS $.00 \pm .06$	REV. BY	DATE	DESCRIPTION		RELEASE #						
	ANGLES $+ 1 \text{ DEG.}$											

ElDorado National



a **THOR** company

DATE: March 26, 2009

TO: Owner
Address
City, State Zip Code

SUBJECT: NHTSA Recall No. 09V-0211

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

REASON FOR THIS RECALL

ElDorado National has decided that a defect that relates to motor vehicle safety exists in certain Aero Elite, Aerolite, Aerotech, Transtech and Versashuttle buses built between January 1, 2007 and October 1, 2008. Specifically, the fasteners that secure the bus driveline to the Telma retarder may have been improperly torqued during assembly. If not tightened properly, the fasteners could come loose and cause loss of vehicle control, possibly causing a crash and potentially resulting in property damage, personal injury, or death.

WHAT WE WILL DO

ElDorado National will have your local dealer inspect the driveline fasteners and if the torque values are found to be out of tolerance, the fasteners will be adjusted to bring their torque value into the recommended tolerance range. This will be done at no cost to you.

WHAT YOU SHOULD DO

Please contact your local dealer to schedule your vehicle for inspection. If you have difficulty doing this, please contact Eldorado National at 1-800-955-9086. If you no longer own this vehicle, please inform us of that when you call.

After contacting ElDorado National, and you are still having trouble getting your vehicle remedied or that there has been an unreasonable delay in securing repairs, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, DC 20590 or call the Vehicle Safety Hotline toll free at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal Regulations require any lessor receiving this letter to forward it to the lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and the continued satisfaction with our buses.

Sincerely,
ElDorado National – Kansas

Bernie Regnier
Product Support Manager