



## **IMPORTANT SAFETY RECALL NHTSA Recall No. 16V-697**

This notice applies to your vehicle, please see attached VIN list.

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

September 28, 2016

Attn:

**Subject: Safety Recall Notice  
NHTSA Recall No. 16V-697**

### **Reason for This Recall**

ElDorado National California, Inc. ("ElDorado") decided that a defect which relates to motor vehicle safety exists in certain AXESS model buses manufactured between May 1, 2016 and September 20, 2016.

Vehicles subject to this recall campaign were manufactured with a Meritor 71000 series rear axle that potentially have little to no wheel bearing grease. Damage to wheel-end bearings, hub, spindle and spindle nuts can occur and may result in loss of vehicle control increasing the risk of a crash.

Other bus models manufactured by ElDorado are not included in this recall.

### **What We Will Do**

ElDorado will contact you to set up an immediate wheel end inspection and repair your rear axle to the standards of the Meritor Inc maintenance manual for greased wheel ends. This inspection and repair will take approximately 4 to 5 hours and will be at no cost to you the customer.

If you have questions or concerns, please contact one of the following people as soon as possible by e-mail or phone:

Robert Mendoza – Service Manager – [Robert.mendoza@eldorado-ca.com](mailto:Robert.mendoza@eldorado-ca.com)

Tony Wayne – President – [Tony.wayne@eldorado-ca.com](mailto:Tony.wayne@eldorado-ca.com)

909-591-9557

## **What You Should Do**

It is recommended that you Do Not Drive the vehicles on the attached VIN list until an immediate wheel end inspection and repair of your rear axle to the standards of the Meritor Inc maintenance manual for greased wheel ends can be performed.

If you are no longer in possession of these buses please contact Eldorado National California, Inc. with the name and address of where the buses are now.

If you have questions concerning this recall or if you need any assistance such as locating an authorized Eldorado dealer or repair facility, please contact:

By mail:  
Eldorado National California  
Attn: Product Services  
9670 Galena Street  
Riverside, California 92509

By email:  
[Robert.mendoza@eldorado-ca.com](mailto:Robert.mendoza@eldorado-ca.com)

By phone:  
909-591-9557

By FAX:  
909-591-5284

## **Notifications**

If you have experienced this specific condition and have already paid to have it remedied, you may be eligible for reimbursement. Please mail your original receipt and proof of payment to the above address for reimbursement consideration.

Should Eldorado fail or be unable to correct the defect without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 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 lessee within 10 days.

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

Sincerely,

Tony Wayne  
Vice President & General Manager  
Eldorado National California, Inc.