



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 9, 2017

Mr. Fred Pearson  
Eldorado Mobility Inc  
401 Capacity Drive  
Longview, TX 75604

NEF-150MR  
17V-340

**Subject:** Trailing Arm Mounts may Break

Dear Mr. Pearson:

This letter serves to acknowledge Eldorado Mobility Inc'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:**

ELDORADO/AMERIVAN 10/2017

**Mfr's Report Date:** May 25, 2017

**NHTSA Campaign Number:** 17V-340

**Components:**

STEERING  
SUSPENSION

**Potential Number of Units Affected:** 413

**Problem Description:**

Eldorado Mobility (Eldorado Mobility) is recalling certain 2017 Amerivan 10" lowered-floor vehicles. The vehicles have left and right trailing arm mounts that may break.

**Consequence:**

If the trailing arm mounts break, a loss of steering control may result, increasing the risk of a crash.

**Remedy:**

Eldorado Mobility will notify owners, and dealers will install reinforced trailing arm mounts, free of charge. The recall is expected to begin June 16, 2017. Owners may contact Eldorado Mobility customer service at 1-866-392-6300.

**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.safercar.gov](http://www.safercar.gov).

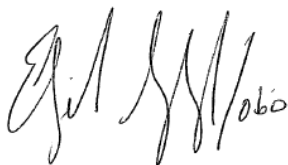
Please be reminded of the following requirements:

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).

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.

Your contact for this recall will be Michelle Rice who may be reached by phone at 202-366-1060, or by email at michelle.rice@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "J Timian", with a date "1/11/06" written at the end of the signature.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement