



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

1200 New Jersey Avenue SE
Washington, DC 20590

September 28, 2017

Mr. Jake Calvo
IT / ISO Manager / TREAD Liason
Eldorado National- California, Inc.
9670 Galena Street
Riverside, CA 92509

NEF-150KS
17V-557

Subject: Improperly Torqued Suspension Link Rod Clamps

Dear Mr. Calvo:

This letter serves to acknowledge Eldorado National- California, 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/AXESS/2015

Mfr's Report Date: September 7, 2017

NHTSA Campaign Number: 17V-557

Components:

SUSPENSION:FRONT

Potential Number of Units Affected: 41

Problem Description:

Eldorado National-California, Inc. (Eldorado National) is recalling certain 2015 35-foot and 40-foot Axess transit buses. The front suspension link rod clamps may not be properly torqued, allowing the link rod to loosen.

Consequence:

A loose link rod can decrease steering ability, increasing the risk of a crash.

Remedy:

Eldorado National will notify owners, and dealers will inspect the clamp for proper torque, installing new bolts as necessary, free of charge. The recall is expected to begin November 1, 2017. Owners may contact Eldorado National customer service at 1-909-591-9557.

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.

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).

The information in your report suggests that Eldorado National may have been aware of this issue more than five business days before filing a report with NHTSA. Please be reminded that under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. 49 CFR 573.6 If you have other information that explains the 5 month gap between learning of the problem and filing the 573 report, please amend the provided chronology.

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 Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



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