

Part 573 Safety Recall Report

17V-557

Manufacturer Name : Eldorado National- California, Inc.**Submission Date :** SEP 07, 2017**NHTSA Recall No. :** 17V-557**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Eldorado National- California, Inc.

Address : 9670 GALENA STREET

RIVERSIDE CA 92509

Company phone : 909-591-9557

Population :

Number of potentially involved : 41

Estimated percentage with defect : 20 %

Vehicle Information :

Vehicle 1 : 2015-2015 Eldorado National Ca. Axess 35' & 40'

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Based on ENC's investigation to date, it is believed that a number of front suspension link rods were not torqued properly on certain units shipped on August 29, 2015 and November 25, 2015. ENC has inspected units shipped on other dates and did not detect the issue. Nevertheless, in order to capture any outliers, ENC is including in this recall all units shipped 30 days before and after November 25, 2015. The part in question is not used on the other models produced by this company.

Other Powertrain types: Fuel Cell & CNG

Production Dates : AUG 01, 2015 - DEC 30, 2015

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Based on ENC's investigation to date, it is believed that the clamps on front suspension link rods were not torqued properly on certain units shipped between August 29, 2015 and November 25, 2015. This may cause the link rod to become loose at the connection. A final determination has not yet been made regarding the cause of the defect, and ENC's investigation is still ongoing.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the clamps are not properly torqued, the link rod may become loose, thereby compromising the ability of the driver to steer the vehicle.

Description of the Cause : NR

Identification of Any Warning : There are 2 ways to identify this issue prior to the rod coming loose:

that can Occur : 1) Rattling when going over bumps
2) Loose fittings during currently specified 6000-mile maintenance

Supplier Identification :

Component Manufacturer

Name : Pailton Engineering Limited
Address : Phoenix House
Holbrook Ln Coventry FOREIGN STATES CV6 4AD
Country : United Kingdom

Chronology :

On March 28, 2017, ENC was notified by a customer of an issue with a link rod. Upon further investigation, it was determined that the same customer had three units – out of a batch of twenty units with the same build date of August 29, 2015 – were experiencing the same issue. ENC initially believed it was an issue with the link rod component itself. ENC immediately replaced all of the link rods on those three units and initiated a more detailed investigation. ENC's investigation revealed a pattern suggesting a manufacturing issue on the ship date of the units, not a defect in the component itself. Based on additional investigation, which remains ongoing, ENC currently believes the defect was the result of a failure to properly torque the clamps on the link rod.

Description of Remedy :

Description of Remedy Program : 50% of the units in question have already been serviced. We will work with the owners to inspect & service the remaining units.

How Remedy Component Differs from Recalled Component : The recall involves the inspection of the clamp and a torque check. New bolts will be available if required.

Identify How/When Recall Condition was Corrected in Production : Once it was suspected that proper tightening of the clamps was the root cause, ENC added an additional manager verification to the manufacturing process to ensure the rods on all units are properly torqued.

Recall Schedule :

Description of Recall Schedule : NR
Planned Dealer Notification Date : NOV 01, 2017 - NOV 03, 2017
Planned Owner Notification Date : NOV 01, 2017 - NOV 03, 2017

* NR - Not Reported