



REV GROUP

## IMPORTANT SAFETY RECALL NHTSA Recall No. 17V-685

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.

November 22, 2017

**SAMPLE DEALER LETTER**

DEALER  
XXXXXXXXXX  
xxxxxxx, USA , 12345

Attn:

**Subject: Safety Recall Notice  
NHTSA Recall No. 17V-685**

### **Reason for This Recall**

Eldorado National California, Inc. ("Eldorado") has decided that a defect which relates to motor vehicle safety exists in the Seat Belts of certain Recaro Commercial Bus Driver Seats, Part Shipments, and Service Kits sold or provided under warranty between December 20, 2016 and August 22, 2017. The affected seat belts experience a "pre-locked buckle" condition that prevents the operator from physically latching the belt. This may lead some drivers to operate the vehicle without the seat belt secured, increasing the risk of injury in the event of a crash.

Certain Recaro Commercial Bus Driver Seats experience a "prelocked buckle" condition where an internal mechanism in the buckle becomes stuck in the locked position. This condition prevents the seat belt Latch-Plate (tongue) from being inserted into the buckle. As a result, the driver's seat belt buckle on any bus with a VIN listed in this letter will need to be inspected and replaced if the Julian code on the back of the buckle is within the date range of the recall.

## **What You Should Do**

If a customer with one of the ENC buses on the attached VIN list, please contact your customer and pass on the attached inspection and repair procedure to eliminate this safety risk.

Please contact Eldorado warranty to order the replacement buckle if required. After performing the inspection/repair according to the instructions below please fill out the attached "BUCKLE INSPECTION SHEET" and returned to Eldorado National at:

By email:

[Robert.mendoza@eldorado-ca.com](mailto:Robert.mendoza@eldorado-ca.com) or [Ken.Edwards@eldorado-ca.com](mailto:Ken.Edwards@eldorado-ca.com)

By phone:

909-591-9557

By mail:

ELDORADO NATIONAL, 9670 Galena St., Riverside, CA 92509 Attn: Ken Edwards

If you prefer to contact ELDORADO NATIONAL directly, feel free to contact our Customer Service at 1-909-591-9557. Please have 1) your Bus GSO# and 2) pictures of your rod end available for tracking purposes.

**Reminder: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.**

## **If You Have Concerns:**

Any questions regarding the information should be directed to:

Robert Mendoza [Robert.Mendoza@eldorado-ca.com](mailto:Robert.Mendoza@eldorado-ca.com) Phone # 909-591-9557

or

Ken Edwards [Ken.Edwards@eldorado-ca.com](mailto:Ken.Edwards@eldorado-ca.com) Phone # 909-591-9557

## **What Eldorado Will Do**

Eldorado will work with the seating supplier (Adient-Recaro) to complete the recall fix at no cost to you and will reimburse you for all labor necessary to perform the fix. At your option, Eldorado personnel are available to perform the recall repair at no cost to you.

## **What if you no longer own this vehicle?**

If you are not the current owner of the vehicle, please indicate this in a response to Eldorado.

## **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.

VINs covered under this recall are on attached sheet.

# IMPORTANT SAFETY RECALL

## NHTSA Recall No. 17V-685

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

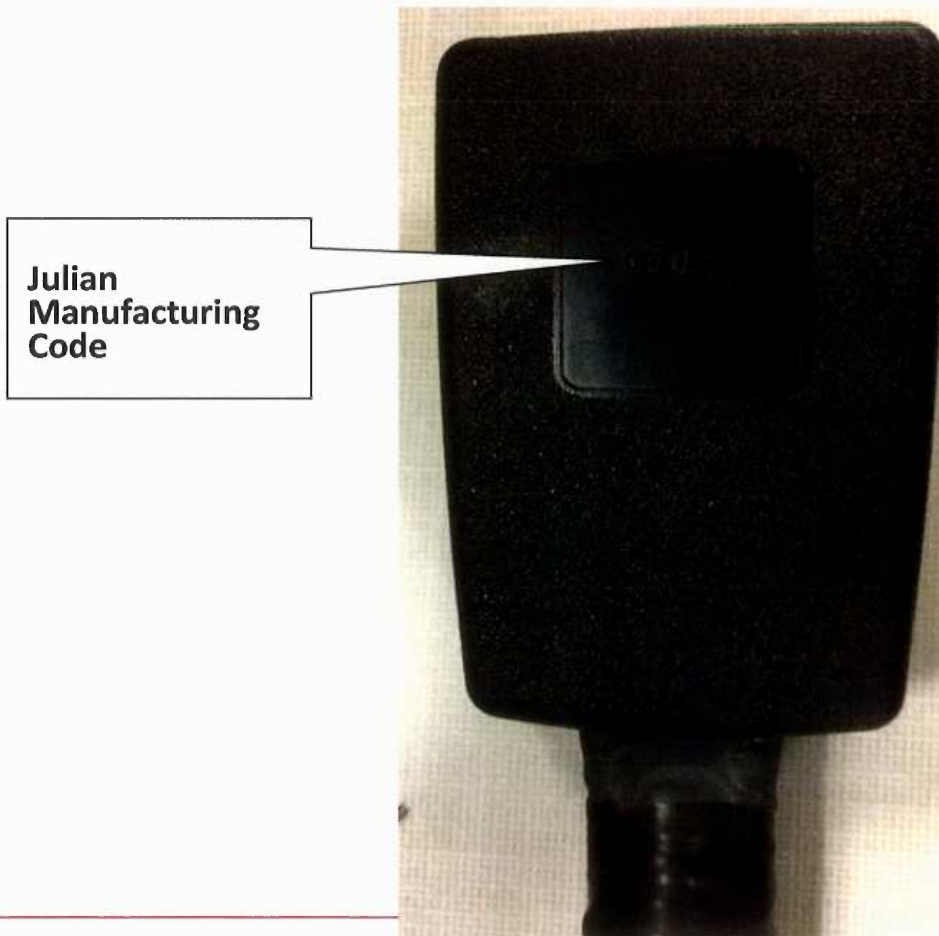
### Inspection and / or repair procedure

Please locate all Recaro drivers seats in your Eldorado buses, part shipments, and service kits delivered under the orders referenced in the attached list. Remember to search any existing vehicles, vehicles that may have had the replacement seats or seat belt parts installed, as well as your parts inventory.

Inspect the Julian code on the back of the driver's seat belt buckle for all possibly affected parts (See table and figure below).

Buckles with Julian codes within these ranges are part of the recall:	
Julian Codes:	16335 to 16365 (=Dec. 1st 2016 to Dec. 31st 2016)
	17001 to 17178 (= Jan. 1st 2017 to June 27th 2017)

Back of Seat belt buckle



### **For loose buckles not currently installed on a seat:**

- For loose buckles that are possible subject to the recall, please inspect the buckles and contact Recaro to arrange for any recalled units to be returned to them at no cost to you: Contact: Robert Mendoza [Robert.Mendoza@eldorado-ca.com](mailto:Robert.Mendoza@eldorado-ca.com) 909-591-9557
- Eldorado will ship you replacement units for all recalled buckles at no cost.
- Eldorado will credit your account or send you a check for the inspections and or replacement labor. Reimbursement will be: Inspection 5 minutes based on \$60 per hour. Additional replacement 20 minutes based on \$60 per hour.
- All defective buckles will need to be returned to Eldorado to qualify for credit. Eldorado will supply a UPS # to have all buckles returned to them at no cost to you.

### **For buckles currently installed on a seat:**

- For buckles currently installed on a seat that are possible subject to the recall, please inspect the buckles and record the results on the attached Inspection Sheet, including Seat Serial #, Bus Serial # (which is the of VIN number) and whether or not the buckle was in the recall code range. The Seat Serial # can be viewed by sliding the seat all the way forward and inspecting the white 4X1 sticker located on the top rear plate of the suspension. (See figure below.)



- Submit the completed inspection sheet to Recaro at the following email address: Robert Mendoza [Robert.Mendoza@eldorado-ca.com](mailto:Robert.Mendoza@eldorado-ca.com) 909-591-9557
- Eldorado will ship you new replacement parts for all recalled buckles along with detailed re-work instructions.
- Replace the recalled seat belt buckles per Recaro's instructions.
- All defective buckles will need to be returned to Eldorado to qualify for credit. Eldorado will supply a UPS # to have all buckles returned to them at no cost to you.
- Eldorado will credit your account or send you a check for the inspections and or replacement labor. Reimbursement will be: Inspection 5 minutes based on \$60 per hour. Additional replacement 20 minutes based on \$60 per hour.
- If you have already performed this repair, you are eligible to receive reimbursement for the cost of performing the pre-notification repair of the problem that is the subject of this recall.

**RECARO drivers seat buckle Inspection Sheet - NHTSA Recall 17v685**

**Property:**   
**Return to:** [Robert.Mendoza@eldorado-ca.com](mailto:Robert.Mendoza@eldorado-ca.com)

Julian Codes 17001 = Jan. 1st 2017 to 17178 = June 27th 2017  
 16335 = Dec. 1st 2016 to 16365 = Dec. 31st 2016

**Date of Inspection:**  **Person / Company Inspecting:**

	<u>Seat Serial #</u>	<u>Bus VIN #</u>			<u>Seat Serial #</u>	<u>Bus VIN #</u>	
			<b>Good (Y or N)</b>	<b>Julian Code</b>			<b>Good (Y or N)</b>
							<b>Julian Code</b>
1					41		
2					42		
3					43		
4					44		
5					45		
6					46		
7					47		
8					48		
9					49		
10					50		
11					51		
12					52		
13					53		
14					54		
15					55		
16					56		
17					57		
18					58		
19					59		
20					60		
21					61		
22					62		
23					63		
24					64		
25					65		
26					66		
27					67		
28					68		
29					69		
30					70		
31					71		
32					72		
33					73		
34					74		
35					75		
36					76		
37					77		
38					78		
39					79		
40					80		

New style buckle - if you have this type of buckle, 100% good



Old style buckle with Julian Code

Example: 17047

This needs to be replaced



Replace if the Julian code falls between:

16335 = Dec. 1st 2016 to 16365 = Dec. 31st 2016

17001 = Jan. 1st 2017 to 17178 = June 27th 2017