



July 26, 2017

## **IMPORTANT SAFETY RECALL 17V-363**

Dear Owner of VIN: **XXXXXXXXXXXXXXXXXX**

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

EIDorado Mobility has decided that certain Amerivan 10" have a defect that relates to motor vehicle safety. These vehicles were built between 05-2015 and 05-2017.

### **Why is your vehicle being recalled?**

It has been discovered on vehicles in heavier duty cycles or with higher mileage that the Suspension Air Bag does not meet current integrity standards. This may cause the Suspension air bag to fail. Continued vehicle use may cause the air bag to deflate partially or completely and drain the remaining air in the system causing the chassis to rest on the bump stops.

### **What will we do?**

We are instructing your Dealer, or a certified repair facility designee, to inspect and repair your vehicle using the required parts and instructions to complete the repair and meet or exceed the necessary integrity standards.

Your Dealer has been instructed to assist, evaluate and repair if necessary both Safety Recalls 17V-340 and 17V-363 simultaneously.

These repairs are offered to you free of charge. The estimate time to repair is 6 hours.

### **What should you do?**

Contact your local Mobility Dealer from whom the vehicle was purchased. The Dealer will schedule a time to have your vehicle inspected and repaired. Should you have any questions after contacting your Dealer regarding the inspection and repair of the vehicle, do not hesitate to contact REV Customer Care at 844-473-8287

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

If you no longer own this vehicle, please contact REV Customer Care at 844-473-8287

## **! IMPORTANT !**

- Your EIDorado Mobility vehicle is being recalled.
- Contact your dealer, or call 844-473-8287 to schedule your vehicle repair.
- This vehicle repair will result in no cost to you.



**Who should you contact if you have further questions or concerns?**

If you have further questions, please contact your Dealer or call REV Customer Care toll free at 844-473-8287. If you have leased this vehicle to another person, federal regulations require you to send a copy of this notice to your lessee by first-class mail within ten days of your receipt of this notice.

If you have already performed this remedy, you may be eligible to receive reimbursement for the cost of performing the remedy which is the subject of this recall.

If EIDorado Mobility Inc. fails to remedy this defect without charge and within a reasonable time, you may submit a written complaint to:

Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE, Washington, D.C. 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>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

-EIDorado Mobility