



REVGROUP

IMPORTANT SAFETY RECALL NHTSA Recall No. 17V-557

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 6, 2017

PACE Transit
405 Taft Drive
South Holland, IL. 60473

Attn: Larry Braun

**Subject: Safety Recall Notice
NHTSA Recall No. 17V-557**

Reason for This Recall

Eldorado National California, Inc. ("Eldorado") decided that a defect which relates to motor vehicle safety exists in certain AXESS model buses manufactured between August 1, 2015 and December 30, 2015.

On buses involved in this recall, the front suspension link rod clamps may not be properly torqued, which could result in the link rod loosening and compromising the ability of the driver to steer the vehicle increasing the risk of a crash.

Other bus models manufactured by Eldorado are not included in this recall.

What We Will Do

Eldorado will provide a procedure to inspect, torque and, if required per the instructions, replace the front suspension link rod at no cost to you. Eldorado will also reimburse you for the time to perform the work necessary to correct the issue. The estimated time for this procedure is 1-2 hours.

If you have questions or concerns, please contact one of the following people as soon as possible by e-mail or phone:

Robert Mendoza – Service Manager – Robert.mendoza@eldorado-ca.com
Tony Wayne – Vice President – Tony.wayne@eldorado-ca.com

909-591-9557

What You Should Do

If your bus is on the attached VIN list, please have an authorized dealer follow the repair procedure to inspect, torque and, if required per the instructions, replace the front suspension link rod to eliminate this safety risk.

Please contact Eldorado warranty to order the hardware kit, if required, for all affected vehicles. After performing the inspection/repair according to the instructions below please fill out the attached Owner Response Card.

INCLUDED WITH THIS LETTER IS AN OWNER RESPONSE CARD THAT MUST BE FILLED OUT AND RETURNED TO ELDORADO NATIONAL. Please have 1) your Bus GSO#, and 2) pictures of each of your rod end clamps. After your repair has been completed, please fill in the appropriate information on the enclosed Owner Response Card, sign it, and mail it to:

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.

What if you no longer own this vehicle?

If you are not the current owner of the vehicle, please indicate this on the Owner Response Postcard and return the card to us.

This Recall

If you have questions concerning this recall or if you need any assistance such as locating an authorized Eldorado dealer or repair facility, please contact:

By mail:
Eldorado National California
Attn: Product Services
9670 Galena Street
Riverside, California 92509

By email:
Robert.mendoza@eldorado-ca.com

By phone:
909-591-9557

By FAX:
909-591-5284

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 EIDorado 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
EIDorado National California, Inc.

VINs covered under this recall are on attached sheet.

Procedure to check/replace the V link (Front suspension only):

There are four V links in the front suspension. All (8) rod ends should be checked.

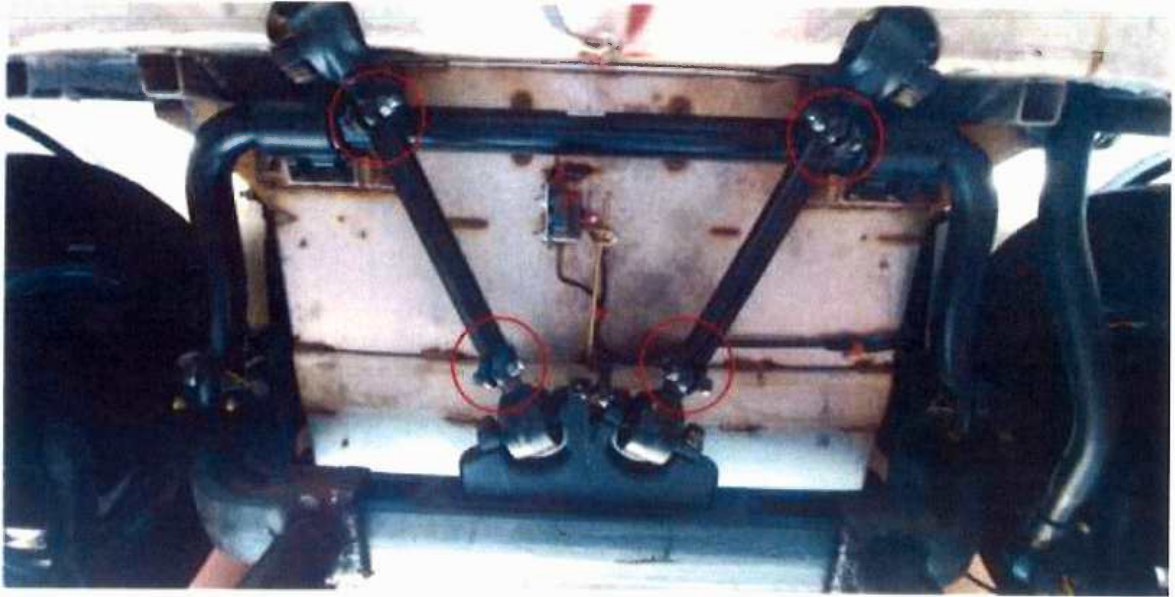
VERY IMPORTANT: ONLY PREFORM THIS INSPECTION ON ONE LINK AT A TIME

To check, take the load off of the axle, remove one side, check for the ability to rotate-if it does, replace and follow the procedure below. If not, reinstall and check torque.

1. Measure the distance from ball joint end to end and write down the distance
2. Remove the V link from the bus
3. Start with ball joints treaded in all the way. When adjusting turn both ends by the same number of turns to insure the same length threads are exposed. Adjust the new V link length to be the same as the one being replaced.
4. Install the V link and torque the bolts (5/8 dia and M16 bolts/nuts are torqued to 180 ft-lbs)
5. Torque the clamp bolt & nut to the torque (clamp bolts/nuts are torqued to 70 ft-lbs)
6. After the replacement is complete, contact ENC for the return of the old part(s).
7. Periodic torque check should be performed per ENC manual (every 6,000 miles)
8. Periodic visual inspection is recommended for corrosion prevention and apply the treatment accordingly per ENC manual if necessary



Front Suspension V links - Upper



Front Suspension V links - Lower

Check the torques on clamp fasteners (70 ft-lb nominal)

Torque to 180 ft-lb



Typical view of Suspension Link and Clamp

OWNER RESPONSE CARD

From: _____
(Customer name)

To: ELDORADO NATIONAL
9670 Galena St.
Riverside, CA 18240

RE: Safety Recall Notice 17v-557

Date: _____
ELDORADO NATIONAL GSO(s) or VIN(s)



- This vehicle was inspected and repaired according to instructions.
- This vehicle was inspected and determined to not need repair.
- This vehicle was sold to: _____ Name, Address, City, State/ZIP
- This vehicle was stolen.
- This vehicle was destroyed.

Owner's (or Former Owner's) Signature

Please return this form by facsimile transmission to (909) 591-5285 or by E-mail to Robert.Mendoza@eldorado-ca.com or ken.edwards@eldorado-ca.com or by phone @909-591-9557.