



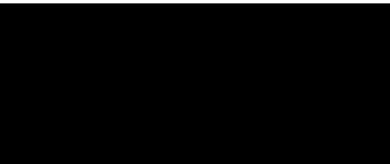
REV GROUP

## IMPORTANT SAFETY RECALL NHTSA Recall No. – 18V-926

January 31, 2019

This notice applies to your Eldorado National California bus with the following VIN(S):  
4UZA[REDACTED] Serial # 305024

RE: FREEDMAN RECALL NO: 18V-926



Dear VEHICLE OWNER:

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

Eldorado National California, Inc. has decided that a noncompliance with FMVSS 207 Seating systems exists in certain buses equipped with Freedman GO-ES foldaway seats. These seats may have been manufactured with a back-frame weldment that is too narrow resulting in deformation of the seat back cushion dump mechanism which may cause it to malfunction. If this mechanism does malfunction the seat back cushion may not support the appropriate loading in the event of a front or rear vehicle collision.

### What is being recalled:

- Certain Arrivo, EZR AX, and Passport units equipped with GO-ES foldaway seats manufactured between 2/17/2017 and 4/19/2018.

### Why is it being recalled:

- These seats may have been manufactured with a back-frame weldment that is too narrow resulting in deformation of the seat back cushion dump mechanism which may cause it to malfunction. If this mechanism does malfunction the seat back cushion may not support the appropriate loading in the event of a front or rear vehicle collision.
- During the operation of the seat and, specifically, in rotating the seat back cushion from the stowed to the upright, design use position there needs to be an audible click of the mechanism locking into position. In addition, the mechanism handle will rotate downwards. There may be some seats where the mechanism does not fully engage during this operation of the seat back cushion.

### **What you should do:**

- To correct this condition, FREEDMAN SEATING COMPANY will facilitate the inspection and any necessary repairs. An Inspection & Service Procedure is attached that provides instruction on how to inspect the seat and repair it if necessary. These documents can also be found here:  
<https://www.freedmanseating.com/instructions/go-es-foldaway>
- After seat inspection and a determination, the seat is defective the customer shall complete the Recall Order Repair Form which can be downloaded at:  
<https://www.freedmanseating.com/instructions/go-es-foldaway> and email FREEDMAN SEATING COMPANY Customer Service ([partsdept@freedmanseating.com](mailto:partsdept@freedmanseating.com)) to order a Recall Parts Kit. To ensure the email is not mistakenly identified as spam the email subject line must include: GO-ES Foldaway Seat Recall. No repair parts will be sent unless the form is filled out. The expected time to complete the seat repair is 30 minutes per seat.

### **What we are doing about the problem:**

- FREEDMAN SEATING COMPANY will reimburse the cost of repairs related to this recall including parts and labor. The reimbursement will be \$50.00/seat.
- If you have any questions pertaining to this recall, please call FREEDMAN SEATING COMPANY Customer Service at 800-443-4540.

### **IMPORTANT:**

**Some of the vehicles affected may still be in your inventory. Federal Law requires you to complete the recall service on these vehicles before delivery. Freedman will provide replacement seats for these units prior to delivery to your customers.**

After contacting Freedman and Eldorado National California customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

If you are no longer owner of this vehicle, please provide us with any contact information so we may contact the new owner.

Thank you for your prompt attention to this matter.

Sincerely,



Tony Wayne  
Vice President & General Manager  
Eldorado National California, Inc.