



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 3, 2019

Ms. Jackie Briggs
SVO Group Inc
2503 Ada Dr.
Elkhart, IN 46514

NEF-150MR
19V-194

Subject: Insufficient U-Bolt Torque Causing Axle Separation

Dear Ms. Briggs:

This letter serves to acknowledge SVO Group Inc's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

SVO GROUP/EMBASSY BUS/2018

Mfr's Report Date: March 8, 2019

NHTSA Campaign Number: 19V-194

Components:

SUSPENSION:REAR:SPRINGS:LEAF SPRING ASSEMBLY:U-BOLT, LEAF SPRING TO AXLE

Potential Number of Units Affected: 5

Problem Description:

SVO Group Inc. (SVO Group) is recalling certain 2018 Embassy shuttle buses. The U-bolts that hold the leaf spring to the rear axle may have been insufficiently tightened.

Consequence:

The loose U-bolts may further loosen or break allowing the axle to separate and cause a loss of vehicle control, increasing the risk of a crash.

Remedy:

SVO Group has notified owners and instructed them to contact MORryde International, Inc. for the repairs. Owners may contact SVO Group customer service at 1-574-295-9359.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

- When a vehicle crash is not the potential occurrence, the evaluation must include a statement indicating the general type of injury to occupants of the vehicle, or to persons outside the vehicle, that can result from the defect or noncompliance, and a description of

whatever prior warning may occur (49 CFR 577.5 (f)(2)).

- In the case of a defect, a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as numbers of deaths and/or injuries), with their dates of receipt (49 CFR 573.6 (c)(6)).

- A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner). Please provide a copy of the registered letter that you distributed.

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to SVO Group instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Kareem Habib
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement