



IMPORTANT SAFETY RECALL

NHTSA Recall No.: 20V-147

April 7, 2020

This notice applies to your Eldorado National Kansas World Trans bus with the following VIN:
Reference attached list.

Dear Customer:

This letter is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Eldorado National Kansas has decided that a noncompliance with FMVSS 210 Wheelchair Occupant Restraint System exists in certain buses.

The upper point of the occupant restraint system may not remain secured to the side wall due to the overlap of the spray foam onto the steel cage frame structure. Should this condition exist, the rivet fastener may not engage the steel cage frame structure, leading to the occupant not being adequately restrained, increasing the risk of injury in the event of a vehicle collision.

What is being recalled:

Certain World Trans E-series manufactured between 1/26/2017 and 9/7/2018.

Why is it being recalled:

The wall mounted L-track, or upper point of the occupant restraint system may not remain secured to the side wall due to the overlap of the spray foam insulation onto the steel cage frame structure. Should this condition exist, the rivet fastener may not extend through the steel cage frame structure prior to the rivet tail being bucked/deformed. If the rivet is not engaged with the steel cage frame structure, the occupant restraint system may not support the appropriate loading.

What you should do:

Contact your local Dealership for the inspection and completion of any necessary repairs. Inspection instructions and required inspection test fixturing has been provided to your local Dealership. After inspection and a determination of the defective component installation, the Dealership will contact the Eldorado Customer Service Team for the necessary repair instructions and to obtain the component parts and equipment required to complete the repair.

The expected time to complete the inspection is up to two (2) hours. The expected time to complete the repair will be provided by the Dealership based on results of the inspection.



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.

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. Eldorado will provide the required inspection fixturing, component parts and equipment necessary to complete the inspection and repair of units prior to delivery to your customers.

What we are doing about the problem:

Eldorado will provide inspection instructions and an inspection fixture that will be used to determine that the wall mounted L-track, or upper point of the wheelchair occupant restraint system has been installed correctly. Should there be a defect in the installation of the wall mounted L-track, or upper point of the wheelchair occupant restraint system, repair instructions will be provided, along with the necessary component parts and equipment for replacement installation of the wall mounted L-track.

Eldorado will reimburse the cost of inspection, and repairs related to this recall including parts and labor.

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.

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

Who should you contact if you have further questions or concerns:

If you have any questions pertaining to this recall, please contact the Eldorado Customer Service Team at (785) 827-1033; or by Email at bussupport@eldorado-bus.com, Recall 20V-147; or by mailing Eldorado Customer Service, Recall 20V-147, 1655 Wall Street, Salina, KS 67401; or by FAX, Phone (785) 827-0965, Recall 20V-147.

After contacting Eldorado Customer Service to take advantage of this recall, if you are 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>.

Eldorado is committed to provide our customers with world class quality products. Please accept our sincere apology for any inconvenience you may experience. Thank you for your prompt attention to this issue.

Sincerely,

Eldorado Customer Service Team