



9670 Galena Street, Riverside, CA 92509

Date: 12/22/2022

To: NHTSA

From: Mike Gonzales - ENC Quality Manager

Subject: Motor Vehicle Safety Recall 22V551 Sheppard Steering Gear

As requested per our phone call on 12/14/2022, I have created this letter to share events and status of the Sheppard recall.

Due to internal communication errors, I was ill-informed of the requirement of a formal Owner Letter that needs to be sent out to customers on every recall. This being my first recall, I will ensure that measures are set in place to prevent something like this from happening on any future recalls.

We filed recall 22V551 on 08/01/2022 and I reached out to our dealers and customers and notified them of the recall (these email communications have been uploaded to our recall portal).

Shortly after, we completed the recall and repaired all the suspect units that were at dealer lots and at the customers' possession – we have reached a 100% remedy rate for the recall. Audit report can be found on page 2 of this letter.

The only thing that was omitted was a formal **Owner Letter being sent out**.

Please let me know if you have any questions or requests, hopefully this letter will clear up any concerns in order to activate Quarterly Reports that I can address formally.

Sincerely,

Eldorado National Co.

A handwritten signature in black ink that reads "Michael Gonzales".

By: Michael Gonzales
Quality Manager
(909) 591-9557

cc: Jason Moore – VP/GM
Daniel Lewis – Dir. of Service

100% Contained. All suspect Gears have been located and removed from Buses and Production

Buses in Service - Warranty Claim					Daniel Lewis			SERVICE	Has Sheppard Gear been sent back to Sheppard?	Status/Risk
Suspect SN	Gear Model	CUSTOMER	WORK ORDER	SHIP DATE	BUS#	Removed from bus?	Location of Gear BOX	VIN Number		
21G0801	M100PND3		402428	11/8/2021		YES	Sheppard		YES	100% Contained
21G0811	M100PND3		402520	2/23/2022		YES	At ENG		Not Yet	100% Contained
21K14010	M110PCS3		TBD	TBD	N	YES	At ENG		Not Yet	100% Contained * Never installed on the bus
22A06829	M110PCS3		402542	6/23/2022		YES	Sheppard		YES	100% Contained
22A06849	M110PCS3		402540	6/14/2022		YES	Sheppard		YES	100% Contained
22A06852	M110PCS3		402537	6/11/2022		YES	Sheppard		YES	100% Contained

WIP - Full Credit or New replacement					Marisol Zelaya			Materials	Status/Risk
Suspect SN	Gear Model	CUSTOMER	WORK ORDER	SHIP DATE	BUS#	Location of Gear BOX	Confirmed By	Date	
21K14012	M100PND3		562434	1/4/2022	Not on Bus	Outside Reject Area		12/21/2022	100% Contained
21K14014	M100PND3		562431	1/4/2022	Not on Bus	Outside Reject Area		12/21/2022	100% Contained
21K14015	M100PND3		562497	1/4/2022	Not on Bus	Outside Reject Area		12/21/2022	100% Contained
21K14016	M100PND3		562425	1/4/2022	Not on Bus	Outside Reject Area		12/21/2022	100% Contained
21K14018	M100PND3		562423	1/4/2022	Not on Bus	Outside Reject Area		12/21/2022	100% Contained
21K14022	M100PND3		562400	1/4/2022	Not on Bus	Outside Reject Area		12/21/2022	100% Contained
21K14004	M100PND3		562427	1/4/2022	Not on Bus	Outside Reject Area		12/21/2022	100% Contained
22A06840	M110PCS3		402568	1/19/2022	Not on Bus	Outside Reject Area		12/21/2022	100% Contained