



1826 Leer Dr.  
Elkhart, IN 46514

**Important Safety Recall**

**NHTSA Recall – 23V – 712**

**Midwest Automotive Designs Internal Recall No. 10231**

Dear Dealer or Service Manager:

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

Midwest Automotive Designs, hereinafter Midwest, has come to the conclusion that a defect which relates to motor vehicle safety exists in certain model year 2017 to 2022 coaches built on Mercedes-Benz Super Single chassis.

Based on an internal investigation we conducted regarding wheel failures on the Mercedes-Benz Super Single chassis, we found that the 18" and 16" alloy wheels used on the rear axle of the Super Single chassis could fail causing loss of control, and increasing risk of injury to passengers in the vehicle and others on the road. During our investigation, we found that the 18" and 16" alloy wheels are not properly rated for the rear axle.

Owners will be notified by mail about the recall and will be instructed to contact the appropriate dealer for repair. Midwest will work with the dealers to replace the alloy wheels with the OEM steel wheels, lug nuts and wheel covers to return the wheels back to OEM specifications on both the rear and front axle.

**Important: IF you have affected vehicles in your inventory, Federal law requires you to complete the recall remedy on such vehicles before delivery to the retail customer.**

**Scheduling the work:**

- When the customer calls reporting receipt of a Recall Letter, schedule the work at your mutual convenience. If you do not have the ability to conduct work, please reach out to Midwest for assistance in finding a location.
- To determine if the vehicle is affected by the campaign, contact Midwest through our facility through [MADservicebulletin@revgroup.com](mailto:MADservicebulletin@revgroup.com). Please put the recall number found in this letter in the subject line and include the vehicles VIN in the body of the email.
- Please provide Midwest with the current owner's name, address and phone number.

**Completing the work:**

Midwest will provide, free of charge, the necessary components to rectify the issue and will pay labor costs for replacing the components. The repair will take up to 3hrs to complete. Complete the work per Midwest's instructions.

**Documenting the work:**

- Please email [claimsrequest@revgroup.com](mailto:claimsrequest@revgroup.com) to start the claim process and to submit invoices for the work and to obtain necessary parts. Please put the recall number found in this letter in the subject line and include the vehicles VIN in the body of the email.

**Handling an owner with no confirmation letter:**

1. If you are contacted by a current owner who was not received a recall letter, you should first verify that they have an affected vehicle by emailing [MADservicebulletin@revgroup.com](mailto:MADservicebulletin@revgroup.com).
2. Complete the work as instructed by Midwest.
3. Document the work and submit the claim as instructed under the [Documenting the Work](#) section above.

If you have technical questions, or questions regarding warranty claims, please email [MADservicebulletin@revgroup.com](mailto:MADservicebulletin@revgroup.com).

Thank you for your continued support, and we appreciate your partnership.

Sincerely,

Midwest Automotive Designs