

## **SAMPLE LETTER**

Dear EIDorado National California Dealer

February 21, 2014

**Subject: Safety Recall Notice**  
**NHTSA Recall No. 14V-030**

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

### **Reason for This Recall**

#### **BATTERY EQUALIZER**

EIDorado National California, Inc. (EIDorado) decided that a defect which relates to motor vehicle safety exists in certain Axess bus model year 2005 through 2012.

#### **DC-DC CONVERTER**

EIDorado National California, Inc. (EIDorado) decided that a defect which relates to motor vehicle safety exists in certain E-Z Rider II bus model year 2006 through 2013 and Passport bus model year 2013.

Other bus models manufactured by EIDorado are not included in this recall.

Vehicles subject to this recall campaign were manufactured with defective Battery Equalizer and DC-DC Converters. A battery equalizer and DC/DC converter manufactured and sold by Sure Power, Inc. was installed in buses manufactured by EIDorado National (California), Inc. Sure Power, Inc. has determined that the part in question is subject to failure that could cause self heating and maintaining temperatures capable of accelerating a thermal incident.

The majority of the units that Sure Power, Inc., has identified as containing the potentially defective material were installed in vehicles that entered service between 8 to 12 years ago. Sure Power, Inc. has not indicated that the risk of the material becoming electrically conductive increases over time. The risk to motor vehicle safety is

# EIDorado National - California

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extremely small, if any. The result of the defect as described by Sure Power would be heat that could accelerate a thermal event in the proximity to the defective battery equalizer or power converter.

Due to location of the component in our bus products such a failure would not cause a vehicle crash. Under ordinary circumstances a failure of the component would pose virtually no risk to occupants of the vehicle. Sure Power. Inc. advises that the failure of the mechanism is not detectable and no warning is given prior to the thermal failure.

## **What We Will Do**

EIDorado is in the process of notifying all the customer with the suspect components. EIDorado will replace the defective Battery Equalizer and DC-DC Converter in your buses at no cost to you. EIDorado will provide further instructions to the address above as Battery Equalizer and DC-DC Converters become available in mid-February. If you have immediate questions or concerns please contact one of the following people as soon as possible by e-mail or phone:

Robert Mendoza – Service Manager - [Rmendoza@eldorado-ca.com](mailto:Rmendoza@eldorado-ca.com)  
Tony Wayne – President – [Twayne@eldorado-ca.com](mailto:Twayne@eldorado-ca.com)  
909-591-9557

## **Notifications**

It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment covered by the notification under a sale or lease until the defect or noncompliance is remedied.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of the safety of your customers and their continued satisfaction with our buss.

Sincerely,

Tony Wayne  
President  
EIDorado National California, Inc.

**Eldorado**   
**National - California**

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