

## ***IMPORTANT SAFETY RECALL***

Dear Customer:

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

Eldorado decided that a defect which relates to motor vehicle safety exists in certain *Aerotech, Aero Elite, and Aerolite* buses manufactured between August 1, 2009 and July 31, 2010 that have A&M Systems Door Headers installed.

The vehicles subject to this recall campaign were manufactured with the defective door headers. A&M has decided that the affected door headers contain a Model 3230 PC Board that can over-heat and cause a fire.

### **What We Will Do**

Eldorado in cooperation with A&M will inspect your bus to see if it contains the defective PC board. If found to have the defective PC board, it will be discarded and replaced with a new PC board. This inspection and replacement should take no more than one hour to complete. The inspection and replacement, if necessary, will be done at no charge to you.

### **What You Should Do**

Please refer to the attached Technical Bulletin from A&M. Immediately locate and inspect the affected unit(s) in your fleet. For further information or assistance please contact Nicole Luken at 574-522-5000 ext. 15. If you experience any trouble regarding the completion of this recall, please contact Eldorado at 785-827-1033.

### **Notifications**

We have notified the National Highway Traffic Safety Administration of this recall and the procedures involved. Should Eldorado fail or be unable to correct the defect without charge, you may write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to lessee within 10 days.

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

Sincerely,

Bernie Regnier  
Product Support Manager



## TECHNICAL BULLETIN DOC00039

We are aware of one model of PC Board with the potential of over-heating. This PC Board (Model 3230) was supplied to and installed on certain A&M Systems Door Headers manufactured from August 1, 2009 through March 31, 2010. Additionally, PC Boards that were field replaced during this time period could be affected and will need to be inspected. While these reports are few, the over-heating situation could cause the PC Board to burn in extreme cases. As a result we are sending this Technical Service Bulletin to help you identify and replace this PC Board.

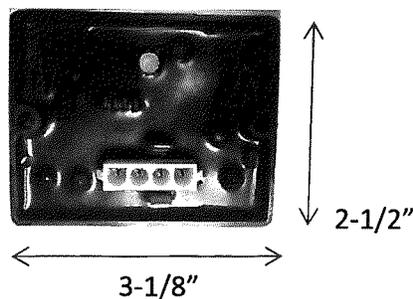
**Only the Model 3230 PC Board has shown the potential to over-heat. Please be aware of the importance of this Technical Bulletin. Your prompt attention to this is highly recommended and should be completed no later than December 31, 2013.**

How to Identify the 3230 PC Board

1. The Model Number of the PC Board is located on the Information label that is on the outside edge of the tray.



2. The physical size of the 3230 PC Board Tray is 3 1/8" x 2 1/2". All other PC Board models used by A&M Systems have larger trays.



# TECHNICAL BULLETIN DOC00039

Continued:

How to get a replacement PC Board

When you are sure the PC Board is a model 3230 contact the Warranty Administrator with A&M Systems, Inc. at 574-522-5000 ext. 15 to request a replacement board, replace as follows:

1. Remove PC board from Header – PC Board is attached to Header plate with double face tape.
  - a. Unplug the four-pin connector feeding the board.
  - b. Unplug the blue wires from the open limit switch.
  - c. Remove the board by twisting and pulling the board off the header plate.
2. Remove the Information Label from the 3230 Model PC Board showing the 3230 Model number on the label.
3. **Record the following from the removed PC Board:**
  - a. The scribed information from the outside edge of the board \_\_\_\_\_.
  - b. Header Model \_\_\_\_\_.
  - c. Header S/N \_\_\_\_\_.
  - d. Vehicle VIN \_\_\_\_\_.
4. **Cut the two blue wires near the base and using the pre-addressed, postage paid enclosed envelope, send the label, the clipped wire harness and this form to:**

**A&M Systems, Inc.  
4121 Eastland Drive  
Elkhart, IN 46516**

5. **Replace the existing fuse powering the PC Board with a 20 amp fuse.**

# IMPORTANT SAFETY RECALL NOTICE

Dear Bus Owner:

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

A&M Systems, Inc. has decided that a defect which relates to motor vehicle safety exists in your electric door actuator.

## **! I M P O R T A N T !**

Your Electric Door Opener PC Board is being recalled

### **Why is a recall being conducted?**

We are aware of one model of PC Board with the potential of over-heating. This PC Board (Model 3230) was supplied to and installed on certain A&M Systems Door Headers manufactured from August 1, 2009 through March 31, 2010. Additionally, PC Boards that were field replaced during this time period could be affected and will need to be inspected. The situation could cause the PC Board to overheat, increasing the risk of a fire.

### **What are we doing about the problem?**

We are offering a free replacement PC Board to replace any model 3230 board currently installed on a door actuator plus labor of up to one (1) hour.

### **What should you do?**

Refer to A&M Systems, Inc. Technical Bulletin DOC00039 for complete details of identifying and replacement of the effective PC Boards.

### **What if you no longer own this Bus?**

If you no longer own the vehicle please forward the new owner information to:  
A&M Systems, Inc.  
4121 Eastland Drive  
Elkhart, IN 46516.

**Who should you contact  
if you have further  
questions or concerns?**

For any further information or questions please contact:  
Nicole Luken  
Ph: 574-522-5000 ext. 15  
[nluken@anmsystems.com](mailto:nluken@anmsystems.com)

**If you are the lessor of this vehicle**, please forward a copy of this notice to the lessee within ten days to comply with federal regulations. If you have already paid to have your PC Board repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement, as applicable. To learn more about what you need to do to obtain reimbursement, please review the enclosed instructions or call the telephone number listed above for more information.

If after having attempted to take advantage of this recall you believe you have not been able to have your PC Board remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

A&M Systems, Inc.