



Fleet Electrification

145 Newton St.
Brighton, MA 02135

April 15, 2019

Important Safety Recall

NHTSA Recall # 19V103

This notice applies to the following vehicle(s):

VIN # 1FMZK1Z [REDACTED], 1FMZK1ZM [REDACTED] 1FTYE1Y [REDACTED] 1FMZK1Z [REDACTED],
1FTYE1Y [REDACTED] 1FTBW1Y [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED].
[REDACTED]

Dear Mr. [REDACTED],

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

What is the reason for this notice?

As first referenced in the November 6, 2018 Technical Service Bulletin (TSB) you received, XL Hybrids, Inc. ("XL") has decided that a defect which relates to motor vehicle safety exists in certain 2015-2018 XL Ford Transit hybrid electric vehicles. The double Carden universal joints in the front drive shaft in the XL Ford Transit hybrid electric vehicle with 130" wheel base may fail. These joints contain a discreet flush mounted grease fitting that requires periodic lubrication as outlined in the TSB. If lubrication is not applied at this schedule, the joint may be more susceptible to failure. If the front drive shaft detaches from the vehicle, drive power will be lost, increasing the risk of a crash. The detached drive shaft may also create a road hazard, increasing the risk of a crash for following traffic.

What will XL do?

XL or one of its service partners will replace the affected drive shaft at no charge. If preferred, your own service provider can replace the shaft. In this case, XL will send them the updated parts and compensate them for the replacement cost. The recall remedy will take approximately 2 hours to complete.



Fleet Electrification

145 Newton St.
Brighton, MA 02135

What should you do?

As referenced in the November, 2018 Technical Service Bulletin, you should immediately lubricate the joint mounted grease fitting and then after every 5,000 miles. The fitting should be greased with lithium complex soap type extreme pressure grease with an NLG1 grade2. In addition, XL recommends advising drivers of this notification.

While you can continue to use your XL Ford Transit hybrid vehicle once the fitting is greased as instructed in the TSB, which is attached to this notification letter, you should also contact XL at recall@xfleet.com at your earliest convenience to arrange for the replacement of the affected drive shaft.

Owner Information

You received this notice because government regulations require that notification be sent to the last known owner of record. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

Do you have questions?

If you have any questions about this recall or which vehicle(s) may be affected, please contact the XL Service team:

recall@xfleet.com or **866-414-3212**

If you believe that XL or its service provider has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA's toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

We apologize for any inconvenience this issue may have caused.

Sincerely,

XL Hybrids, Inc.