

***** IMPORTANT SAFETY RECALL *****
NHTSA Recall No. 23E079

Sent via email and Courier

October 20, 2023

OEM Customer
List recipient name
List email addresses sent to

Dear [OEM]:

We are writing to advise you that Allison Transmission Inc. (ATI) has initiated a new voluntary safety recall to address an issue with the output yoke bolt on certain B3400xFE R and B400R model transmissions manufactured between January 1, 2019, and October 2, 2023, used in transit buses. The affected Transmissions that are being added to this campaign are within the serial number range XXXXXXXXXX through XXXXXXXXXX.

Under certain conditions, the output yoke bolt may loosen and potentially result in separation of the driveline from the transmission output shaft. If the bolt loosens enough, the driveline could separate from the transmission output shaft. If the driveline separates from the transmission output shaft while driving, the vehicle may experience unexpected loss of propulsion, which may increase the risk of a crash. Additionally, an immobilized transit bus that loses propulsion in an environment that is unsuitable for offloading passengers may present a risk of injury to passengers.

Please refer to Field Action 2023FA04. A 573 Defect Information Report was submitted to NHTSA on October 11, 2023. (Copy attached.)

Attached is a list of serial numbers shipped to you within the affected range. ATI's authorized service network will be utilized to inspect and, if necessary, ensure the clamp load on the output yoke bolt in each affected drive unit at no charge to the customer. ATI expects the repair time to range from 1.0 to 1.5 hours, excluding vehicle and shop logistics.

For drive units installed in vehicles that have left your control, we encourage you to make a safety defect determination in accordance with 49 U.S.C. 30118 *et seq.* and, as appropriate, to submit a Defect Notification to NHTSA in accordance with 49 CFR Part 573. At your option, ATI will conduct the recall, including notifying owners pursuant to 49 CFR Part 577 and performing the remedy.

If you desire to conduct the owner notification, please advise your ATI OEM Account Manager. ATI would like to review the letter prior to customer distribution. Attached is a copy of ATI's owner notification letter, which is being reviewed by NHTSA. If you would like ATI to handle

owner notification, we request the following information for each owner be provided no later than November 17, 2023:

- Customer Name
- Mailing Address
- Vehicle Identification Number
- Transmission Serial Number
- Contact Information
 - First Name
 - Last Name
 - Position
 - Email
 - Phone

Questions regarding this campaign may be directed to:

Larry Hansen
Director, Field Performance Evaluations
Larry.hansen@allisontransmission.com
(317) 242-3712

Please confirm receipt of this communication.

Sincerely,

Account Manager

Enclosures:

1. ATI Part 573 Defect Notification
2. Owner Notification Letter
3. List of Affected Transmission