



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 7, 2023

Mr. Ahmad Reshad Tawabuddin  
Eldorado National- California, Inc.  
111 East Kilbourn Avenue  
Milwaukee, WI 53202

NEF-107HG  
23V-811

**Subject:** Transmission May Separate from Driveshaft

Dear Mr. Tawabuddin:

This letter serves to acknowledge Eldorado National- California, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

ELDORADO/AXESS/2019-2023  
ELDORADO/EZR/2019-2023

**Mfr's Report Date:** December 4, 2023

**NHTSA Campaign Number:** 23V-811

**Components:**

POWER TRAIN:DRIVELINE:DRIVESHAFT

**Potential Number of Units Affected:** 443

**Problem Description:**

Eldorado National-California, Inc (Eldorado National-California) is recalling certain 2019-2023 Axess and EZR vehicles. The transmission yoke may separate, resulting in driveshaft separation and a sudden loss of drive power.

**Consequence:**

A sudden loss of drive power can increase the risk of a crash. Additionally, a disabled bus may require an evacuation procedure in an uncontrolled traffic situation, increasing the risk of injury to passengers.

**Remedy:**

Eldorado National-California will work with the equipment manufacturer, Allison Transmission Inc., to inspect, and if necessary, tighten loose transmission yoke bolts, free of charge. Owner notification letters are expected to be mailed January 29, 2024. Owners may contact Eldorado National-California customer service at 1-951-684-6868.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

Based on the provided remedy plan, it appears that your company may not be able to provide the required recall completion rate quarterly reports. If another company intends to file the report with detailed information about your company's remedy counts, please state so in the remedy section of the 573.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Eldorado National- California, Inc.'s contact for this recall will be Hensly Guerra who may be reached by email at [hensly.guerra1@dot.gov](mailto:hensly.guerra1@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement