

Part 573 Safety Recall Report

23V-811

Manufacturer Name : Eldorado National- California, Inc.

Submission Date : DEC 07, 2023

NHTSA Recall No. : 23V-811

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Eldorado National- California, Inc.

Address : 9670 GALENA STREET
RIVERSIDE CA 92509

Company phone : 909-591-9557

Population :

Number of potentially involved : 443

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2023 ENC Axxess, EZR

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : 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 Transmission models.

Production Dates : JAN 01, 2019 - OCT 02, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : 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.

Description of the Cause : Improper torque of output yoke bolt provided by ATI to ENC.

Identification of Any Warning None
that can Occur :

Involved Components :

Component Name 1 : B400R transmission

Component Description : Transmission

Component Part Number : J-12094701, J-12094601, J-12094101

Component Name 2 : B3400xFE_R transmisison

Component Description : Transmission

Component Part Number : J-12094801

Supplier Identification :**Component Manufacturer**

Name : Allison Transmission

Address : One Allison Way
Indianapolis Indiana 46222-3271

Country : United States

Chronology :

ATI reached out to ENC with a notification letter dated on October 24th, 2023 stating the defect, with an attached list of serial numbers of B3400xFE_R and B400R transmission that were shipped to ENC. ENC began an investigation November 15th, 2023, and determined the affected population. Defect investigation report was generated and escalated for review which was approved on November 29th, 2023, which began our five day deadline to submit our 573.

Description of Remedy :

Description of Remedy Program : ATI will take on the burden of notifying customers and repairing the defect along with any reimbursement. ENC will work alongside ATI to provide customer information, affected vehicle VIN number and transmission serial numbers to facilitate their campaign.

How Remedy Component Differs from Recalled Component : . The remedy components will still use the same bolt, ATI's planned fix is to review the torque of the bolt in question and adjust the torque accordingly to their specifications to prevent any loosening of the output yoke.

Identify How/When Recall Condition was Corrected in Production :

An allision tech came to the ENC facility on November 17th, 2023, and conducted a review of the output yoke bolt and adjusted the torque as needed for any units currently in the facility before they shipped. ENC has changed its process to ensure the proper torque has been administered to the output yoke bolts on any subsequent units built in production.

Recall Schedule :

Description of Recall Schedule :

Note, remedy reports will be forwarded to ATI for the overall recall completion rate reporting in addition to ENC's quarterly completion rate reporting.

Planned Dealer Notification Date :

JAN 08, 2024 - JAN 19, 2024

Planned Owner Notification Date :

JAN 29, 2024 - FEB 09, 2024

* NR - Not Reported