



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

By EMAIL AND UPS

October 30, 2023



Dear Distributor:

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 Drive Units that are being added to this campaign are within the serial number range 6511606790 through 6511984367.

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.

Attached is a copy of ATI's owner notification letter, which is being reviewed by NHTSA. For drive units that have left your control, please provide ATI with the following information for each owner no later than November 17, 2023:

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



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Please note that Federal law prohibits delivery of these drive units, or vehicles equipped with these drive units, under a sale or lease until this condition has been remedied. For units still in your inventory, please contact your ATI Account Manager for instructions for remedying the component.

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,

*Andrew Beecham*

Andrew Beecham  
Director, Global Channel Development

Enclosures:

1. ATI Part 573 Defect Notification
2. Owner Notification Letter
3. List of Affected Units
4. Focused Field Action 2023FA04