

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

This notice applies to your Allison Transmission:

Transmission Model	Drive Unit Serial Number
B3400xFE_R / B400R	XXXXXXXX

December XX, 2023

Customer  
XXXX CENTRAL AVE  
ALBANY NY 12205-2457

Dear Allison Transmission Customer:

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

Allison Transmission Inc. (ATI) has decided that a defect which relates to motor vehicle safety exists in certain B3400xFE\_R and B400R model transmissions manufactured between January 1, 2019 and October 2, 2023, used in transit buses. Our records indicate that your Allison drive unit(s) listed above is (are) affected.

**WHY IS A RECALL BEING CONDUCTED?**

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.

**WHAT ARE WE DOING ABOUT THE PROBLEM?**

ATI's authorized service network will be utilized to inspect the output yoke bolt to ensure the clamp load is sufficient. ATI expects the repair time to range from 1.0 to 1.5 hours, excluding vehicle and shop logistics. The inspection and repair will be done free of charge.

**WHAT SHOULD YOU DO?**

Contact the nearest authorized Allison service outlet to arrange to have this campaign performed on your drive unit. The service outlet will work with you to schedule the best date to complete this repair.

Federal law requires vehicle lessors receiving this recall notice to forward a copy of this notice to the lessee within ten (10) days. Also, it is a violation of Federal law for a dealer to deliver a new vehicle or equipment covered by this recall notice under a sale or lease until the defect has been remedied.

**WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?**

You may be eligible to receive a reimbursement for the cost of repairs made prior to receiving this notice. Please contact local Allison Authorized facility or Allison's TAC at (800) 252-5ATD (5283) to determine whether you are eligible for reimbursement.

## QUESTIONS OR CONCERNS?

If you have questions or concerns about this recall, please contact your local Allison Authorized facility. You may also contact Allison's TAC at (800) 252-5ATD (5283).

If you are unable to obtain a remedy for the defect without charge in a reasonable time, you may write to:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you are no longer the owner of the transmission(s) or the vehicle(s) equipped with the unit(s) listed above, please forward this notice to the new owner or provide the new owner's contact information to Allison's TAC at the number above so that we can notify the new owner of this recall.

Allison is taking this action in the interest of safety and satisfaction with our products. We apologize for any inconvenience and thank you for your attention to this matter.

Sincerely,

Campaign Administrator  
Allison Transmission Inc.