



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: See attached listing

NHTSA Recall No. 23V-811

January 30, 2024

Dear Customer,

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

EIDorado National California, Inc. ("EIDorado") has decided that a defect which relates to motor vehicle safety exists in certain EIDorado Axess and E-Z RIDER II manufactured from January 1st, 2019 to October 2nd, 2023 and equipped with Allison B400R or B3400xFE_R must be recalled per direction from Allison Transmission.

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 due to inadequate torque. 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?

Allison Transmission Inc. (ATI) has notified EIDorado that their dealer network will conduct the repair to correct this condition. Allison will provide the required parts and instructions. These repairs are offered to you free of charge. ATI is conducting this recall under recall notice 23E-079.

What should you do?

Contact your local Allison distributor or dealer and schedule a time to have your bus inspected and repaired. You may also contact Allison's TAC at (800) 252-5ATD (5283)

Please mention Recall No. 23E-079. After the repairs are complete, please fill in the appropriate information on the enclosed Owner Response card, sign it, and return the card to us.

What if you no longer own this bus?

If you are not the current owner of the vehicle, please indicate this on the Owner Response card and return the card to us.



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Who should you contact if you have further questions or concerns?

Jennifer Moen
Warranty Parts Manager
Eldorado National California
9670 Galena Street
Riverside, California 92509
Phone: (951) 727-9341
Cell: (951) 622-5559
Email: jmoen@revgroup.com

Jim Dame
Warranty Supervisor
Eldorado National California
9670 Galena Street
Riverside, California 92509
Phone: (951) 749-0409
Cell: (209) 305-1433
Email: jdame@revgroup.com

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have already paid to have your bus repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement of components. If after having attempted to take advantage of this recall you believe you have not been able to have your bus remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause. Your safety is our first concern.

Sincerely,

Eldorado Customer Service



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Owner Response Card

VIN: See attached listing

- This vehicle was inspected and repaired according to instructions.
- This vehicle was inspected and determined to not need repair.
- This vehicle was sold to: _____
(Name, Address, City, State/ZIP)
- This vehicle was stolen.
- This vehicle was destroyed.

Owner's (or Former Owner's) Signature

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



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