

# Part 573 Safety Recall Report

# 17V-631

**Manufacturer Name :** E-One Incorporated**Submission Date :** OCT 16, 2017**NHTSA Recall No. :** 17V-631**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : E-One Incorporated

Address : 1601 S.W. 37TH AVENUE

Ocala FL 34474

Company phone : (904) 237-1122

**Population :**

Number of potentially involved : 356

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2016-2017 E-ONE QUEST

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : NON-INDEPENDENT SUSPENSION Chassis which were produced during the aforementioned time period.

Production Dates : AUG 04, 2016 - AUG 04, 2017

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2016-2017 E-ONE TYPHOON

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : Cyclone 2 chassis without independent front suspensions built during the time period specified above.

Production Dates : AUG 04, 2016 - AUG 04, 2017

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2016-2017 E-ONE CYCLONE 2

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : Cyclone 2 chassis without independent front suspensions built during the time period specified above.

Production Dates : AUG 04, 2016 - AUG 04, 2017

VIN Range 1 : Begin : NR End : NR

 Not sequential

**Description of Defect :**

Description of the Defect : The steering assist cylinder attachment and adjustment points may have been torqued to values below the manufacturers' recommended torque values.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loose steering assist cylinder components could lead to the steering assist cylinder disengaging from the steering arm. If a steering assist cylinder disengages from the truck, steering assist force is lost and vehicle control is negatively affected.

Description of the Cause : NR

Identification of Any Warning that can Occur : Some rattling in the steering system may be perceived.

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

On 7/24/2017, a customer reported that a steering assist cylinder disengaged from the steering arm on the axle - no injuries reported. The service history of the truck was reviewed to ascertain if any service had been performed on this area of the truck. After internal review, on 8/4/2017 it was decided to conduct an investigation to understand the root cause of the disengagement of the cylinder. From 8/7/2017 until 8/25/2017, engineering analysis and actual testing were conducted to understand and quantify the cause and possible effects of steering assist cylinder disengagement on vehicle control, for different vehicle configurations. During the same time, an investigation took place into manufacturing processes and quality control. Trucks in process and on the premises were inspected to determine the scope of the problem and the root cause of the process breakdown. A representative sample of vehicles in service was inspected from 8/14/17 to 9/20/17, to determine scope of the issue and identify potential population. Data was reviewed from 9/22/17 to 9/29/17 to determine a strategy to address this issue. Based on our understanding of failure modes, investigations, testing, and field fleet investigations, on 10/2/2017, it was decided to issue a safety related recall.

## Description of Remedy :

Description of Remedy Program : Inspect and re-torque the steering assist fasteners per the provided inspection document. Perform the required regular steering system maintenance procedures as specified in the owner's service manual. E-One will reimburse dealers/customers for related expenses.

How Remedy Component Differs from Recalled Component : Not applicable. Inspection and adjustment as needed.

Identify How/When Recall Condition was Corrected in Production : All trucks marked for shipment after Aug. 04, 2017, were inspected and corrected using double verification. Production procedures were updated to ensure proper torque check was followed.

## Recall Schedule :

Description of Recall Schedule : 1) Letter approval  
2) Around Nov 13 - Email to dealers about recall  
3) After Nov 13 - Recall mailing

Planned Dealer Notification Date : NOV 13, 2017 - NOV 18, 2017

Planned Owner Notification Date : NOV 13, 2017 - NOV 18, 2017

\* NR - Not Reported