



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 2, 2020

Mr. Andy Hardwick
General Manager/Technical Support
Dennis Eagle Inc.
2101 47th Street
Sarasota, FL 34234

NEF-150MR
20V-294

Subject: Incorrect Software Programming for ABS/FMVSS 121

Dear Mr. Hardwick:

This letter serves to acknowledge Dennis Eagle Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

DENNIS EAGLE/ELITE/2017-2018

Mfr's Report Date: May 21, 2020

NHTSA Campaign Number: 20V-294

Components:

ELECTRICAL SYSTEM: SOFTWARE
SERVICE BRAKES, AIR:ANTILOCK
SERVICE BRAKES, AIR:ANTILOCK:CONTROL UNIT/MODULE

Potential Number of Units Affected: 5

Problem Description:

Dennis Eagle Inc. (Dennis Eagle) is recalling certain 2017-2018 Elite garbage trucks. The Electronic Braking System control unit (EBS ECU) may be programmed with incorrect datasets, causing the anti-lock braking system to activate on the opposite side of the vehicle from any detected lock-up. As such, these vehicles fail to comply with Federal Motor Vehicle Safety Standard number 121, "Air Brake Systems."

Consequence:

If the ABS system malfunctions, the vehicle may require additional stopping distance, increasing the risk of a crash.

Remedy:

Dennis Eagle will notify owners, and dealers will reprogram the EBS ECU with new software, free of charge. The recall is expected to begin May 28, 2020. Owners may contact Dennis Eagle customer service at 1-813-440-8136. Dennis Eagle's number for this recall is FSI 1369.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

The owner notification letter that Dennis Eagle sends out needs to meet the requirements of a noncompliance filing.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- A statement that the defect or noncompliance can cause a vehicle crash without prior warning; or a description of whatever prior warning may occur, and a statement that if this warning is not heeded, a vehicle crash can occur (49 CFR 577.5 (f)(1)).

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)).

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement