

Part 573 Safety Recall Report

20V-546

Manufacturer Name : E-One Incorporated

Submission Date : APR 21, 2021

NHTSA Recall No. : 20V-546

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 : 15

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2020 E-ONE Cyclone 2, Typhoon

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Lower shock bracket on E-One single axle spring suspension trucks were designed with an interference condition that could result in reduce clamp force between the rear axle and suspension. All truck built with revision A parts would have this interference condition. Due to mixed inventory the entire population of trucks built with this bracket is being recalled.

Affected brackets are E-ONE part numbers 1086779 and 1086780. U-bolts and brackets need to be replaced and U-bolts torqued to specifications.

QTY: 8 – Cyclone 2 vehicles are affected

QTY: 7 – Typhoon vehicles are affected

Production Dates : SEP 21, 2018 - APR 30, 2020

VIN Range 1 : Begin : 4EN6AAA81J1001784 **End :** 4ENLAHA86K2002369 **Not sequential**

Description of Defect :

Description of the Defect : The holes in the lower shock mount bracket cause U-bolt binding when the U-bolts are passed through the lower axle seat which have different spacing.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : U-bolts will not achieve complete clamp force thereby reducing the effectiveness of the axle to suspension interface. Lack of proper clamp force may result in the shearing of the axle locating dowels allowing the axle to shift sideways resulting in loss of control of the vehicle, increasing the risk of a crash.

Description of the Cause : Design error was the cause

Identification of Any Warning that can Occur : Axles with incomplete U-bolt torque can making popping or creaking noise as the axle to suspension interface is moving.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In May of 2017 a purchased shock bracket was no longer offered by a vendor and E-one designed a replacement. When the first trucks were built with this bracket it was noted there was an interference and a change was made on June 15, 2018. Inventory on hand was not purged and mixed stock was issued to trucks until August 2020. A truck in the field that was built in 2019 had a version of the bracket with the incorrect hole spacing that initiated an internal investigation on August 22, 2020. On August 26, 2020 the product safety team reviewed this item and determined to elevate to senior management.

Description of Remedy :

Description of Remedy Program : Trucks will be inspected for the presence of revision A bracket per instructions. If revision A brackets are present, E-ONE will provide new brackets and U-bolts. E-ONE will compensate the dealer or owner for installing the new components provided free of charge. Installation of the components should take approximately 2 man-hours.

How Remedy Component Differs : Hole spacing for the U-bolts to pass through increased from 3.413" to 3.8" eliminating the interference condition. Measuring the shock mount

from Recalled Component : bracket holes spacing will identify the difference.

Identify How/When Recall Condition was Corrected in Production : All trucks affected were identified by using the Bill of Materials to determine the Shop Order's that contained the bracket part numbers identified. On August 31, 2020 the affected trucks on the premises were located and Red Tagged to prevent shipping until the defect was corrected.

Recall Schedule :

Description of Recall Schedule : 1) Email dealers a copy of the recall approximately 1 week before customers.
2) Mail customers the recall

Planned Dealer Notification Date : SEP 14, 2020 - SEP 28, 2020

Planned Owner Notification Date : OCT 05, 2020 - OCT 19, 2020

* NR - Not Reported