



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 3, 2021

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

NEF-107MR
21V-279

Subject: Owner's Manual Missing

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/2017-2021
DENNIS EAGLE/PROVIEW/2017-2021

Mfr's Report Date: April 22, 2021

NHTSA Campaign Number: 21V-279

Components:

EQUIPMENT:OTHER:OWNERS/SERVICE/OTHER MANUAL

Potential Number of Units Affected: 35

Problem Description:

Dennis Eagle, Inc. (Dennis Eagle) is recalling certain 2017-2021 Elite and Proview vehicles. The hard copy of the Quick Reference Guide (owner's manual) was not supplied with the vehicle.

Consequence:

If the owner's manual is missing, the operator will not have information about vehicle functions and other safety relevant information may be inaccurate and/or incomplete, which could lead to improper operation of the vehicle and increase the risk of a crash or injury.

Remedy:

Dennis Eagle will notify owners, and dealers will send out hard copies of the owner's manual, free of charge. The recall is expected to begin May 24, 2021. Owners may contact Dennis Eagle customer service at 1-813-440-8136. Dennis Eagle's number for this recall is FSI1454.

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.



Please ensure the following requirements are met:

As required in Part 573.6(c)(7), in the case of a noncompliance, please provide the test results and other information used to determine the existence of the noncompliance. Include the date of each test and observation that indicated that a noncompliance might or did exist.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), 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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

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.

Dennis Eagle Inc.'s contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement