



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

1200 New Jersey Avenue SE  
Washington, DC 20590

January 24, 2022

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

NEF-107MR  
22V-017

**Subject:** Driver or Passenger Window May Not Open or Close

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:** January 19, 2022

**NHTSA Campaign Number:** 22V-017

**Components:**

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL  
ELECTRICAL SYSTEM:SOFTWARE  
VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

**Potential Number of Units Affected:** 22

**Problem Description:**

Dennis Eagle Inc. (Dennis Eagle) is recalling certain 2017-2021 Elite and Proview vehicles. The driver or passenger window may not open or close properly.

**Consequence:**

The driver may become distracted while attempting to open or close the window while driving, increasing the risk of a crash.

**Remedy:**

Dealers will update the instrument cluster software, free of charge. Owner notification letters are expect to be mailed by February 4, 2022. Owners may contact Dennis Eagle customer service at 1-813-440-8136. Dennis Eagle's number for this recall is FSI1412.

**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.nhtsa.gov](http://www.nhtsa.gov).



Please ensure the following requirements are met:

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

**AMENDED 573 REQUIRED.**

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

**AMENDED 573 REQUIRED.**

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the software. If your company manufactured the component itself, then please state so in 573.

**AMENDED 573 REQUIRED.**

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt.

**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 eight 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