



July 15, 2022

## **SAFETY RECALL NOTICE: 22V-372**

TO: All E-ONE Dealers

E-ONE has decided that a safety defect exists in certain E-ONE Commercial, Cyclone 2, Cyclone N and Typhoon N vehicles manufactured from March 29, 2022 through May 10, 2022 equipped with V-mux Hercules HC Node 1.5. Accordingly, a recall to address this issue is being initiated effective 24 May 2022.

Weldon, a division of Akron Brass Company, produces Node, an electrical multiplex module, under both a private label to a single customer as well as to multiple OEMs for installation in emergency vehicles. In the affected products, the Node contains a termination resistor installed on the node circuit board instead of the termination resistor being installed only within the electrical harness. If the vehicle network design has not accounted for this additional resistor, it may reduce the bus resistance below the defined tolerance levels and may lead to a loss of data on the CAN network. Installations with multiple Nodes are more likely to experience the condition.

If the bus resistance is reduced, the CAN network connection could fail which may interrupt the transfer of data on this connection. If the CAN network connection is interrupted or fails and depending on how the vehicle's electrical systems are designed, it may impact the operation of various electrical loads controlled by the Node, including vehicle lighting, which may increase the risk of a crash. No warning will precede the failure.

Owners will be notified by mail about the recall and will be instructed to E-ONE certified Dealer. E-ONE will compensate the Dealer for installing the new Nodes which are provided free of charge if it has not already been replaced during normal maintenance. The estimated time for the repair varies by the truck model, the number of Nodes in the truck and the location of the Node. The average repair time per Node will be from 1 hour to 6 hours per Node depending on the aforementioned variables. There is no cost to owners for this recall.

E-ONE is providing, free of charge, the necessary components and instructions to rectify the issue and will pay labor costs for inspecting and replacing the included components that have not already been replaced during normal maintenance.

Please be reminded that it is a violation of Federal law for you to sell, lease or deliver a new or used Commercial, Cyclone 2, Cyclone N and Typhoon N equipped with V-mux Hercules HC Node 1.5 covered by this notification until this recall has been performed on these Commercial, Cyclone 2, Cyclone N and Typhoon N. Substantial civil penalties apply to violations of this law.



Your assistance with this recall is appreciated. Should you have any questions or concerns, please contact E-ONE Customer Service at (352) 237-1122.

Sincerely,

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