

Part 573 Safety Recall Report

23V-332

Manufacturer Name : E-One Incorporated

Submission Date : JUL 11, 2023

NHTSA Recall No. : 23V-332

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 : 24

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 E_ONE CYCLONE N, TYPHOON N

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined by serial number range of components manufactured on a specific set of dates. The recalled products differ from other products by notated serial number.

QTY: 7 – 2022 CYCLONE N vehicles are affected

QTY: 8 – 2022 TYPHOON N vehicles are affected

QTY: 5 – 2023 CYCLONE N vehicles are affected

QTY: 4 – 2023 TYPHOON N vehicles are affected

Production Dates : JUL 27, 2022 - APR 24, 2023

VIN Range 1 : Begin : 4EN6AAA80N1004441 End : 4ENLABA8XP1004989 ☒ Not sequential

Description of Defect :

Description of the Defect : The electronic sensor/component for the Aerial device stops providing data to the operating system. Due to microprocessor shortages, the sensor manufacturer was forced to substitute a different microprocessor which was not completely compatible with the software that interacts with it.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Potential damage to the vehicle body may occur. There is a remote possibility that person injury or death could occur if the Aerial device is above $\geq 78^\circ$ AND the truck is short-jacked AND the Aerial device is turned to within the short-jack operating range AND the sensor fails. If these four conditions occurred, it would allow the Aerial device to be lowered and could allow the truck to tip

on its side.

Description of the Cause : The cause is a result of a parts substitution due to shortage conditions.

Identification of Any Warning that can Occur : The warning that would precede the issue would be that the angle of inclination will fail to update on the display as the Aerial device is moved. Until the corrective action is implemented on a truck, E-ONE is advising the Operator of the Aerial device to monitor the angle of inclination on the display when the device is being operated to see if the value of the angle ceases to change while operating.

Involved Components :

Component Name 1 : Dual Axis Level Sensor, Single Axis Level Sensor

Component Description : Dual and Single Axle Leveling Sensors

Component Part Number : DINC-C-1939-M12, SINC-C-1939-DE4-53-21016

Supplier Identification :

Component Manufacturer

Name : Joral LLC

Address : 640 Perkins Drive
Mukwonago Wisconsin 53149

Country : United States

Chronology :

On March 15, 2023, E-ONE was contacted and told the inclination sensor stopped working during training on truck SO 144708 in Sarnia, Canada.

The E-ONE Service team investigated the specific customer issue and communicated the findings to Engineering.

On April 12, 2023, the Engineering team and questions were sent to and discussions were had with the Manufacturer, Joral LLC, regarding the issues found.

On April 17, 2023, E-ONE was contacted that the Aerial device contacted the cab during training on another truck in Marion, Illinois, truck SO 144814.

The E-ONE Service team investigated the specific customer issue and communicated the findings to Engineering.

The Engineering team continued to investigate and collect more data and information and to quarantine the sensors in the E-ONE inventory.

On April 27, 2023, the issue was addressed in the Product Performance Meeting and it was determined that a

Recall should be initiated.

On April 28, 2023, research was performed to identify the population of the affected trucks

On May 8, 2023 E-ONE submitted the request to issue a Recall to REV Group. Received approval from REV Group to perform a Recall.

Description of Remedy :

Description of Remedy Program :	<p>E-ONE will provide either new sensors OR provide a software update to the existing sensors, at E-ONE's discretion, free of charge. E-ONE will compensate the Dealer or Owner for installing the new components provided, or perform software updates, at E-ONE's discretion, free of charge. There is no charge to the Dealer or the Owner for this Recall.</p> <p>If you have already paid to have your E-ONE vehicle repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement of components. To learn more about what you need to do to obtain reimbursement call E-ONE Customer Service at 1-352-237-1122 and instructions will be provided. Please have your truck's VIN available.</p> <p>If after having attempted to take advantage of this recall you believe you have not been able to have your E-ONE vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1- 888-327-4236 (TTY: 1-800-424-9153); or go to http://www.safercar.gov.</p>
How Remedy Component Differs from Recalled Component :	<p>E-ONE P/N 521347 => Dual Axis Level Sensor – DINC-C-1939-M12</p> <p>E-ONE P/N 1048895 => Single Axis level Sensor – SINC-C-1939-DE4-53-21016</p> <p>Serial number range: 122215 through 122294</p>
Identify How/When Recall Condition was Corrected in Production :	<p>Components installed on trucks in process had a software patch downloaded</p> <p>Extra Inventory in stock was returned to manufacturer for software update.</p>

Recall Schedule :

Description of Recall Schedule :	<ol style="list-style-type: none"> 1) Email dealers a copy of the recall approximately 1 week before customers. 2) Mail customers the recall
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Planned Dealer Notification Date : JUL 11, 2023 - JUL 18, 2023

Planned Owner Notification Date : JUL 18, 2023 - AUG 01, 2023

* NR - Not Reported