

Part 573 Safety Recall Report

23V-459

Manufacturer Name : E-One Incorporated**Submission Date :** DEC 14, 2023**NHTSA Recall No. :** 23V-459**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 : 163

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 E_ONE CYCLONE 2, CYCLONE N, TYPHOON N

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined by the first two lots that were shipped to E-ONE by Radicon.

The recalled products differ from other products by the weld process on the transmission cooler. The first two lots had a weld seam on the two side plates of the transmission cooler, the subsequent lots did not have the weld on the transmission cooler.

QTY: 2 – 2022 Cyclone 2 vehicles are affected

QTY: 7 – 2022 Cyclone N vehicles are affected

QTY: 24 – 2023 Cyclone N vehicles are affected

QTY: 30 – 2022 Typhoon N vehicles are affected

QTY: 100 – 2023 Typhoon N vehicles are affected

Production Dates : SEP 12, 2022 - DEC 06, 2023

VIN Range 1 : Begin : 4EN6AAA80N1004441 End : 4ENLAHA8XP2005492 Not sequential**Description of Defect :**

Description of the Defect : A faulty welding process created a leak in the transmission cooler that will cause contamination of the transmission fluid with engine coolant.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Contaminated transmission fluid will shorten the life of the vehicle transmission and there is a risk of lack of motive power for the vehicle.

Description of the Cause : The welding process on the internal welds of the transmission cooler was insufficient which will allow engine coolant to mix with the transmission fluid.

Identification of Any Warning that can Occur : The transmission fluid will be discolored.

Involved Components :

Component Name 1 : Transmission Cooler

Component Description : Transmission Cooler

Component Part Number : ENG7097

Supplier Identification :

Component Manufacturer

Name : Radicon Co., Ltd

Address : 16/1 Suwintawong St.
Lampakchee Nongchok Bangkok Foreign States 10530

Country : Thailand

Chronology :

On March 23, 2023, SO 145099, began exhibiting transmission shifting issues.

On March 24, 2023, it was discovered that the transmission cooler was leaking and allowing engine coolant to contaminate the transmission fluid. E-ONE contacted Radicon, the manufacturer of the transmission cooler, and informed them of the issue.

On March 27, 2023, Radicon informed E-ONE that they found a problem in their welding process in the production units that they had in inventory.

On April 3, 2023, E-ONE received the faulty transmission cooler from truck SO 145099.

On April 28, 2023, Radicon informed E-ONE of their analyses of the returned transmission cooler and they informed E-ONE that the failure of the transmission cooler resulted from the same welding problem as Radicon found in their inventory.

On May 4, 2023, a second failed transmission cooler was returned to E-ONE.

On May 16, 2023, Radicon received the second transmission cooler and confirmed the same welding problem previously seen.

On June 8, 2023, E-ONE recommended to the REV Group Recall Committee that a recall be conducted for this issue.

On June 27, 2023, REV Group Recall Committee met and approved a recall be conducted for this issue.

On June 30, 2023, a NHTSA Recall was initiated.

On September 13, 2023, E-ONE was informed that the new replacement transmission cooler leaked on a truck

that was affected by NHTSA 23V-459. E-ONE informed the manufacturer of the leak and further testing and investigation was initiated.

Since this date, E-ONE has had numerous pressure and cyclic pressure tests, along with metallurgic testing conducted on the new replacement transmission cooler and have determined that all transmission coolers are affected expanding the affected populations of trucks.

Description of Remedy :

Description of Remedy Program : E-ONE will provide a new transmission cooler and fluids free of charge. E-ONE will compensate the Dealer or Owner for installing the new transmission cooler and fluids provided free of charge. There is no charge to the Dealer or the Owner for this Recall.

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.

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>.

How Remedy Component Differs from Recalled Component : The item being recalled is the transmission cooler which is a part of E-ONE RAD ASSY L9/X12 NON RET RADICO part #: 1131208. The new replacement transmission cooler is a Revision on the transmission cooler manufacturers side.

Identify How/When Recall Condition was Corrected in Production : All affected units are currently in the field on Customer vehicles. No affected units were in inventory or production.

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 : DEC 18, 2023 - DEC 29, 2023

Planned Owner Notification Date : JAN 03, 2024 - JAN 12, 2024

* NR - Not Reported