



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 11, 2024

Mr. Leroy Stephens  
E-One Incorporated  
2929 SW 57th Ave.  
Ocala, FL 34474

NEF-107HG  
24V-501

**Subject:** Lower Control Arm Retention Fasteners Can Fail

Dear Mr. Stephens:

This letter serves to acknowledge E-One Incorporated'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:**

E-ONE/CYCLONE N/2024

**Mfr's Report Date:** July 2, 2024

**NHTSA Campaign Number:** 24V-501

**Components:**

SUSPENSION:FRONT:CONTROL ARM:LOWER ARM

**Potential Number of Units Affected:** 1

**Problem Description:**

E-One Incorporated (E-One) is recalling one 2024 Cyclone N vehicle equipped with an independent front suspension assembly. The lower control arm retention bolts could become brittle and break after being tightened.

**Consequence:**

A broken bolt head can become a projectile, increasing the risk of an injury.

**Remedy:**

A dealer will replace the bolts, free of charge. The owner notification letter is expected to be mailed August 5, 2024. Owners may contact E-One customer service at 1-352-237-1122.

**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:**

The total number of products potentially containing the defect or noncompliance (49 CFR 573.6 (c)(3)). Please amend the total population to ensure it represents all defective units that left manufacturer direct control, regardless of remedy status.

**AMENDED 573 REQUIRED.**



Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

**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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

E-One Incorporated's contact for this recall will be Hensly Guerra who may be reached by email at [hensly.guerra1@dot.gov](mailto:hensly.guerra1@dot.gov). We look forward to working with you.

Sincerely,



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