

Part 573 Safety Recall Report

24V-016

Manufacturer Name : E-One Incorporated**Submission Date :** JAN 12, 2024**NHTSA Recall No. :** 24V-016**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 : 280

Estimated percentage with defect : 60 %

Vehicle Information :

Vehicle 1 : 2022-2023 E-ONE CYCLONE 2, CYCLONE N, CYCLONE E, TYPHOON N

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined by the date of Purchase Orders from the manufacturer of the defective bracket and the E-ONE inventory levels. The recalled products differ from other products by the taper of the large hole for the assist cylinder pin.

QTY: 4 – 2022 Cyclone 2 vehicles are affected

QTY: 8 – 2023 Cyclone 2 vehicles are affected

QTY: 18 – 2022 Cyclone N vehicles are affected

QTY: 46 – 2023 Cyclone N vehicles are affected

QTY: 1 – 2023 Cyclone E vehicle is affected

QTY: 47 – 2022 Typhoon N vehicles are affected

QTY: 156 – 2023 Typhoon N vehicles are affected

Production Dates : OCT 22, 2021 - OCT 26, 2023

VIN Range 1 : Begin : 4EN3AAA84P1005355 End : 4ENPAAA80P1005340 Not sequential**Description of Defect :**

Description of the Defect : The large, tapered hole in the steering assist bracket, for the tie rod end on the steering assist cylinder, is not machined to the required taper specification.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A momentary reduced level of hydraulic force could affect normal vehicle control.

Description of the Cause : This was caused by improper machining by the manufacturer.

Identification of Any Warning : The operator may hear a “clunking” or the steering wheel may be harder to turn at first and then get easier.

Involved Components :

Component Name 1 : BRKT STRG ASST/C2 45CR OPP TPR

Component Description : Steering Assist Bracket

Component Part Number : 668162

Supplier Identification :

Component Manufacturer

Name : Wiley Metal Fabricating, Inc.

Address : 4589 N. Wabash Road
Marion Indiana 46952

Country : United States

Chronology :

December 15, 2023 – E-ONE received information from the Production Team that there was a problem that was discovered during testing.

December 18, 2023 – Engineering and Quality measured the defective part and discovered the tapered hole was not machined to specification.

December 21, 2023 – Created a population of trucks that utilize this bracket.

December 22, 2023 – All inventory was quarantined and inspected. All defective components were Red Tagged. All vehicles on E-ONE property were inspected and replaced as needed.

December 28, 2023 – Investigation began to determine the root cause.

January 4, 2024 – Investigation ended with the discovery of the manufacturing defect. During the investigation it was discovered that only some of the brackets were manufactured incorrectly and the investigation concluded that the defective parts came from only one manufacturer.

January 10, 2024 – Determined the final population of effected trucks.

January 12, 2024 – Submitted DIR to REV Group Management for approval.

January 12, 2024 – Received approval from REV Group to file Recall.

Description of Remedy :

Description of Remedy Program : Dealers will inspect the affected population of trucks. If any truck does not pass the inspection procedure, E-ONE will replace the steering assist bracket. The repair will take approximately four (4) hours to replace.

E-ONE will provide the necessary components free of charge. E-ONE will compensate the Dealer for installing the new components provided free of charge. There is no charge to the Dealer or the Owner for this Recall.

How Remedy Component Differs from Recalled Component : Part Name :BRKT STRG ASST/C2 45CR OPP TPR
Component Description: Steering Assist Bracket
Component Part Number: 668162

This part is manufactured by two different Manufacturers. There are no visible means of distinguishing the components manufactured between the different Manufacturers. They can be distinguished by measuring the tapered hole.

Identify How/When Recall Condition was Corrected in Production : On December 22, 2023, all inventory was quarantined and inspected using a CMM, Coordinate Measuring Machine. All defective components were Red Tagged. All vehicles on E-ONE property were inspected and replaced as needed.

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 : JAN 22, 2024 - JAN 31, 2024

Planned Owner Notification Date : JAN 31, 2024 - FEB 09, 2024

* NR - Not Reported