

# Part 573 Safety Recall Report

# 24V-760

**Manufacturer Name :** E-One Incorporated**Submission Date :** NOV 19, 2024**NHTSA Recall No. :** 24V-760**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : E-One Incorporated

Number of potentially involved : 282

Address : 1601 S.W. 37TH AVENUE

Estimated percentage with defect : 100 %

Ocala FL 34474

Company phone : (904) 237-1122

**Vehicle Information :**

Vehicle 1 : 2020-2024 E-ONE CYCLONE 2, CYCLONE N, QUEST 2, TYPHOON N

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The recall population was determined by the vehicles that are equipped with the affected engine crossmember. The recalled products differ from other products by the part number of the engine crossmember.

QTY: 3 – 2020 CYCLONE 2 vehicles are affected

QTY: 3 – 2020 TYPHOON N vehicles are affected

QTY: 30 – 2021 CYCLONE 2 vehicles are affected

QTY: 11 – 2021 CYCLONE N vehicles are affected

QTY: 1 – 2021 QUEST 2 vehicles are affected

QTY: 21 – 2021 TYPHOON N vehicles are affected

QTY: 6 – 2022 CYCLONE 2 vehicles are affected

QTY: 20 – 2022 CYCLONE N vehicles are affected

QTY: 33 – 2022 TYPHOON N vehicles are affected

QTY: 7 – 2023 CYCLONE 2 vehicles are affected

QTY: 22 – 2023 CYCLONE N vehicles are affected

QTY: 35 – 2023 TYPHOON N vehicles are affected

QTY: 9 – 2024 CYCLONE 2 vehicles are affected

QTY: 33 – 2024 CYCLONE N vehicles are affected

QTY: 48 – 2024 TYPHOON N vehicle is affected

Production Dates : DEC 22, 2020 - SEP 30, 2024

VIN Range 1 : Begin : 4ENLAAA80M1003680 End : 4ENLAHA8XR2006158

 Not sequential**Description of Defect :**

Description of the Defect : The X12 crossmember may break near the mounting points.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the crossmember breaks, the engine cooling fan could contact the engine cooling fan shroud breaking the fan blades off, making the vehicle inoperable and increasing the risk of a crash.

Description of the Cause : The defect is caused by an engineering error in the design.

Identification of Any Warning that can Occur : Likely no warning will precede the failure.

## Involved Components :

Component Name 1 : X12 ENGINE CROSSMEMBER

Component Description : CROSSMEMBER,X12 ENG MNT PNTD & CROSSMEMBER,X12 ENG MNT GALV

Component Part Number : 1112159 & 1112222

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

11 September 2024 – E-ONE was informed that a Dealer found a broken crossmember on an Owners truck during normal maintenance. Pictures were taken and sent to E-ONE.

11 September 2024 – E-ONE requested that the crossmember be removed and sent to E-ONE for further inspection.

20 September 2024 – Received broken crossmember and stated inspection.

25 September 2024 – Determined that the break in the crossmember is not the same as the X15 crossmember break but similar.

26 September 2024 – E-ONE determined the truck population.

1 October 2024 – E-ONE Safety Committee reviewed the issue and decided to recommend a Recall.

3 October 2024 – E-ONE completed draft DIR and sent to REV Group Product Compliance Group for decision.

9 October 2024 – E-One answered questions on the draft DIR from REV Group Product Compliance Group.

11 October 2024 – E-ONE received approval from REV Group Product Compliance Group to proceed with a Recall.

One (1) Warranty claim was submitted on S.O. 145252, the truck that the crossmember initially failed on. No other Warranty claims, field reports, injuries or death were reported.

## Description of Remedy :

**Description of Remedy Program :** Owner and Dealer Notices will be sent by E-ONE for the affected units. Owners will contact the Dealers.

Dealers will be required to inspect the crossmember and look for any signs of cracks in the crossmember at the bend where the crossmember bolts to the frame mount. If cracks are observed in the crossmember, inform E-ONE Customer Service to obtain a new crossmember. Dealers will contact E-ONE Customer Service, for the affected vehicles in the recall population whether they have cracks in the crossmember or not, to obtain a rework kit and install it as directed. The estimated repair time to install the rework kit alone is five (5) hours. The estimated repair time to install both the crossmember and the rework kit is six (6) hours.

E-ONE will provide the necessary components free of charge. E-ONE will compensate the Dealer or Owner for installing the new components 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.

**How Remedy Component Differs from Recalled Component :** CROSSMEMBER,X12 ENG MNT PNTD, Part number 1112159 and CROSSMEMBER,X12 ENG MNT GALV, Part number 1112222

**Identify How/When Recall Condition was Corrected in Production :** All vehicles in Production with the affected crossmembers were identified and Red Tagged in production to prevent shipping until the crossmember is inspected for cracks, replaced if cracks are found and installation is modified per Engineering instructions by adding support brackets. All future vehicles will incorporate the support brackets as standard components in the installation of the crossmembers.

## Recall Schedule :

**Description of Recall Schedule :** 1) Email dealers a copy of the recall approximately 1 week before customers.

2) Mail Owners the recall

Planned Dealer Notification Date : OCT 21, 2024 - DEC 10, 2024

Planned Owner Notification Date : NOV 01, 2024 - DEC 10, 2024

\* NR - Not Reported