



March 21, 2024

## **SAFETY RECALL NOTICE: 24V-194**

TO: All E-ONE Dealers

E-ONE has decided that a safety defect exists in certain E-ONE – 2024 Commercial, 2024 Cyclone N, 2024 Typhoon N, 2024 Typhoon EV vehicles manufactured from October 2023 through February 2024 equipped with Multiplex HC 1.7 Node. Accordingly, a recall to address this issue is being initiated effective 12 March 2024.

The Multiplex HC 1.7 Node may not shut off the output pin if there is a short circuit in the vehicle wiring or other devices installed on the vehicle. This defect could result in heat related damage or fire. There will be no warning preceding the failure.

Owners will be notified by mail about the recall and will be instructed to contact the Dealer to update the installed firmware in the node using an updater application that can be downloaded from the company website. Dealers will be compensated so there is no cost to the vehicle owner for this firmware update. Nothing needs to be removed from the truck, this is a firmware update accomplished by plugging into the truck to upload the latest firmware. The update will take approximately ten (10) minutes/Node.

E-ONE and Weldon will provide any necessary assistance to complete this Recall free of charge. There is no charge to the Dealer or the Owner for this Recall.

Please be reminded that it is a violation of Federal law for you to sell, lease or deliver a new or used 2024 Commercial, 2024 Cyclone N, 2024 Typhoon N, 2024 Typhoon EV equipped with Multiplex HC 1.7 Node covered by this notification until this recall has been performed on these 2024 Commercial, 2024 Cyclone N, 2024 Typhoon N, 2024 Typhoon EV. Substantial civil penalties apply to violations of this law.

Your assistance with this recall is appreciated. Should you have any questions or concerns, please contact E-ONE Customer Service at (352) 237-1122.

Sincerely,

Leroy Stephens  
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