



July 25, 2024

## **SAFETY RECALL NOTICE: 24V-501**

TO: All E-ONE Dealers

E-ONE has decided that a safety defect exists in certain E-ONE Cyclone N and Typhoon N vehicles manufactured from January 2024 through June 2024 equipped with Reyco Independent Front Suspension (IFS). Accordingly, a recall to address this issue is being initiated effective July 2, 2024.

The independent front suspension (IFS) assembly was built with four bolts that may exhibit hydrogen embrittlement. There is a resulting potential for the heads of these bolts to pop off after alignment or retorque procedures. This may result in separation of the fastener head at a high velocity which could cause injury to any persons in the vicinity when the separation occurs. There is no warning that will precede the failure.

Owners will be notified by mail about the recall and will be instructed to contact the Dealer. The affected vehicles will have the eccentric bolt replaced with a Grade 9 Lawson bolt. This will be covered under the normal warranty process. The repair will take approximately two (2) hours to complete.

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.

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>.

Please be reminded that it is a violation of Federal law for you to sell, lease or deliver a new or used Cyclone N and Typhoon N equipped with Reyco Independent Front Suspension (IFS) covered by this notification until this recall has been performed on these Cyclone N and Typhoon N. 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,

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