

Part 573 Safety Recall Report

22V-788

Manufacturer Name : E-One Incorporated**Submission Date :** OCT 20, 2022**NHTSA Recall No. :** 22V-788**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 : 23

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2022 E-ONE Cyclone 2, Cyclone N, Typhoon N

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The emergency response cab chassis affected by this recall are equipped with a Meritor axle using suspect tie rod clamps supplied to Meritor between December 16, 2021 and May 16, 2022. Refer to Meritor recall 22E-085. Meritor supplied axle Serial Numbers that were traced to the affected cab chassis.

QTY: 4 – 2022 Cyclone 2 vehicles are affected

QTY: 5 – 2022 Cyclone N vehicles are affected

QTY: 14 – 2022 Typhoon N vehicles are affected

Production Dates : APR 27, 2022 - OCT 05, 2022

VIN Range 1 : Begin : 4EN6AAA80N1005010 End : 4ENLAHA8XN2004713 Not sequential**Description of Defect :**

Description of the Defect : Based upon information provided by Meritor's supplier, due to a heat treat issue, Meritor has determined that a population of tie rod clamps used in the manufacture of the subject axle population may be susceptible to cracking. Over time, a crack may lead to a complete fracture of the clamp, thereby reducing clamp load to the tie rod end. If both clamps on the tie rod were to fail, the cross tube could start to unscrew, vehicle alignment issues would evolve, and there is a potential for the tie rod end to separate from the cross tube. Separation is more likely to occur when tie rod loads are highest, which is at slow vehicle speeds over rough terrain or turning maneuvers.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Separation of the tie rod end from the cross tube could result in partial loss of vehicle steering capability, increasing the risk of a crash.

Description of the Cause : Excessive carbon caused by a damaged control board on one of four furnaces at the supplier.

Identification of Any Warning that can Occur : The initial effect would be a vehicle out of alignment. If both clamps on the tie rod cracked, the tube could rotate and result in a partial loss of steering capability.

Involved Components :

Component Name 1 : Tie Rod Assembly

Component Description : Unknown

Component Part Number : Unknown

Supplier Identification :

Component Manufacturer

Name : Meritor

Address : 22021 Skyway Church Rd
Maxton North Carolina 28364

Country : United States

Chronology :

Refer to NHTSA Recall 22E-085 for the Meritor chronology.

6/27/2022 - Meritor's supplier shared an 8D related to the supplier's investigation into cracks on tie rod clamps
7/5 - 7/29/2022 - Meritor's engineering team developed and finalized a technical position regarding the cracked clamps issue.
7/28/2022 - Meritor's PSAC council reviewed the technical position paper and decided to communicate the issue to its customers as a customer satisfaction issue.
9/16/2022 - Autocar, LLC filed a Part 573 Defect Information Report (DIR) related to this condition. See Recall No. 22V697.9/22/2022 - Navistar filed a Part 573 Defect Information Report related to this condition. See Recall No. 22V711.9/30/2022 - Based upon the Part 573 DIRs submitted by Autocar and Navistar, Meritor decided to file this DIR in accordance with 49.C.F.R.573.3(f). Meritor is not aware of any accidents or injuries related to this condition.

On September 15, 2022 - E-ONE received communication from Meritor of a steering arm clamp issue. An investigation was started and a potential population identified.

On October 3, 2022 - E-ONE received communication from Meritor about recall 22E-085. A population is being

identified.

October 14, 2022 – REV’s senior leadership approved a voluntary recall for this issue.

Description of Remedy :

Description of Remedy Program : Meritor will work with affected vehicle manufacturers to replace suspect tie rod clamps on the subject axles. The affected emergency response cab chassis is still within their warranty period and would not be subject to reimbursement. The repair will take approximately 2 hours to complete.

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>.

How Remedy Component Differs from Recalled Component : Replacement tie rod clamps will meet Meritor’s specifications for heat treatment.

Identify How/When Recall Condition was Corrected in Production : Meritor supplied E-ONE with the serial numbers of the affected axles. E-ONE reviewed and quarantined all axles in inventory and reviewed and quarantined all trucks in Production. Red Tags were placed on all affected axles and trucks that were quarantined.

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 : NOV 07, 2022 - NOV 29, 2022

Planned Owner Notification Date : NOV 30, 2022 - DEC 22, 2022

* NR - Not Reported