

## IMPORTANT SAFETY RECALL NOTICE

Dear [Insert name or generic title]:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dennis Eagle Inc. has decided that a defect which relates to motor vehicle safety potentially exists in the 'Antilock Braking System' (ABS) on your Class 8 HHD

### **! I M P O R T A N T !**

- Your Class 8 Vocational HHD truck is being recalled
- You should contact Dennis Eagle Inc. to schedule an appointment

**Do not use this vehicle until this rectification has been completed**

Vocational Heavy Duty Vehicle: VIN: XXXXXXXXXX

This recall is being performed to rectify a potential risk of reduction in braking performance from the drive axles in an 'Ant-lock Braking System' (ABS) braking situation on inconsistent friction surfaces.

The potential issue identified is incorrectly specified left and right braking functions in the braking software for the drive axles which could cause issues with ABS or Automatic Traction Control (ATC).

1. If the drive axle ATC detects a loss of traction on one side, the 'Electronic Braking System' (EBS) should attempt to gain traction by applying the brake on that wheel. Due to the issue the opposite side brake will be applied compounding the traction problem.
2. If the brakes are applied and the ABS system detects a potential lock up the ABS system will reducing the braking force on the opposite side increasing the distance required to bring the vehicle to a standstill.

If the ABS system malfunctions, the vehicle may require additional stopping distance, increasing the risk of a crash.

Knorr Bremse the brake software/component supplier have updated the datasets within

the EBS ECU to address this problem.

DE Inc. will be implementing this software change to the EBS ECU free of charge which will eradicate the problem described in 1&2 above.

Appointments for the remedial action can be arranged from 02 June 2020 please contact Dennis Eagle Inc. on 813.440.8136 or email [service@dennis-eagle.com](mailto:service@dennis-eagle.com). Software updates will take approximately 4 hours to complete.

If you no longer own your Class 8 Vocational HHD vehicle please contact Dennis Eagle Inc. on 813.440.8136 or email [service@dennis-eagle.com](mailto:service@dennis-eagle.com).

If you have concerns or any questions relating to the recall please contact Dennis Eagle Inc. on 1-843-478-0210 or email [service@dennis-eagle.com](mailto:service@dennis-eagle.com).

**If you are the lessor of this vehicle**, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have already paid to have your Class 8 Vocational HHD vehicle repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement, as applicable. To learn more about what you need to do to obtain reimbursement, instruct either to review enclosed instructions or call 1-843-478-0210 or email [service@dennis-eagle.com](mailto:service@dennis-eagle.com) who will provide instructions.

If after having attempted to take advantage of this recall you believe you have not been able to have your Class 8 Vocational HHD 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>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Dennis Eagle Inc.

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