

# Part 573 Safety Recall Report

## 21V-279

**Manufacturer Name :** Dennis Eagle Inc.

**Submission Date :** JUL 14, 2021

**NHTSA Recall No. :** 21V-279

**Manufacturer Recall No. :** FSI1454



### Manufacturer Information :

Manufacturer Name : Dennis Eagle Inc.

Address : 2101 47th Street  
Sarasota FL 34234

Company phone : 201 9463

### Population :

Number of potentially involved : 35

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2017-2021 Dennis Eagle Elite/Proview

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : 2-DOOR

Power Train : DIESEL

**Descriptive Information :** We have found out that vehicles should be delivered with a hard copy of the operators manual, we originally supplied them with a USB memory stick containing the operators manual but there is no way of displaying this in the cab. More investigation has found we should have been supplying a hard copy of the maintenance manual as well  
All 35 vehicles are affected

**Production Dates :** MAY 01, 2017 - APR 22, 2021

VIN Range 1 : Begin : SEG1ADBC9HW022994 End : SEG1AKBC1KW025349

☐ Not sequential

VIN Range 2 : Begin : 1D92BGCB8HF791001 End : 1D92BGCB8HF791001

☐ Not sequential

VIN Range 3 : Begin : 1D92BGCB0KF791006 End : 1D92BGGB3KF791009

☐ Not sequential

VIN Range 4 : Begin : 1D92BGGB9LG791012 End : 1D92BGCB8LG791024

☐ Not sequential

VIN Range 5 : Begin : 1D92EGGB6MG791025 End : 1D92EGGB6MG791025

☐ Not sequential

VIN Range 6 : Begin : 1D92BGCB1LG791026 End : 1D92BGGB7LG791039

☐ Not sequential

### Description of Noncompliance :

**Description of the Noncompliance :** DE Inc have been supplying ProView trucks with a copy of the operators manual on a USB memory stick, supplying an electronic version of the manual is OK if there is means to read it within the truck, as we don't supply anything for this we must supply a hard copy. More investigation has found we should be supplying a hard copy of the maintenance manual as well.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** None as a hard copy of the Quick Reference Guide is supplied with all trucks

Description of the Cause : NR

Identification of Any Warning NR  
that can Occur :

### Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

### Supplier Identification :

#### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

### Chronology :

During the build of MY21 model of the Proview questions were raised on how operator and service manuals should be delivered with new products, these talks started on the 29/03/21, after debate and further checks on legislation it was decided on the 30/04/21 that operator and service manuals should be supplied as a hard copy and not in electronic format as there is no reading these in the trucks. Further to this it was decided a NHTSA non compliance should be raised, the case was raised and acknowledged on the 03/05/21. Despite DE not supplying these manuals in hard copy there have been no warranty claims or field issues reported to DE Inc.

### Description of Remedy :

Description of Remedy Program : Send out hard copies of the operator and maintenance manuals

How Remedy Component Differs N/A  
from Recalled Component :

Identify How/When Recall Condition Anything leaving production after the date this case has been raised will  
was Corrected in Production : have a hard copy of the operators and maintenance manual in the cab

**Recall Schedule :**

Description of Recall Schedule : Send out hard copies of the operators manual

Planned Dealer Notification Date : JUN 20, 2021 - JUN 27, 2021

Planned Owner Notification Date : JUN 20, 2021 - JUN 27, 2021

\* NR - Not Reported