



March 16, 2022

SAFETY RECALL NOTICE: 21V-904 – Revision B

TO: All E-ONE Dealers

E-ONE has decided that a safety defect exists in certain E-ONE CYCLONE 2, CYCLONE N, TYPHOON, TYPHOON N vehicles manufactured from February 2021 through November 2021 equipped with Meritor Series 180 Axle. Accordingly, a recall to address this issue is being initiated effective December 15, 2021.

It has been reported that some Meritor drive pinion 180 series axles may be fractured in the pinion spline. If this defect exists, the fracturing of the pinion may hit the brake drop hose which may unintentionally apply the parking brake without detection or brake lights coming on, possibly resulting in a crash. The issue could occur without warning.

Contact Meritor's OnTrac Technical Call Center to determine if the vehicle is affected, order parts and repair as needed. There is no cost to the vehicle owner for the recall remedy.

Meritor and/or E-ONE will contact all owners of these units that are affected by this recall. They will be directed to the appropriate service provider for repair. Meritor is providing, free of charge, the necessary components to rectify the issue and will pay labor costs for replacing the included components that have not already been replaced during normal maintenance.

IMPORTANT: Some vehicles may still be in dealer inventory. Federal law requires you to complete the recall remedy on such vehicles before delivery to the retail customer.

SCHEDULING THE WORK:

1. When the customer calls reporting of a Recall Letter, schedule the work at your mutual convenience.
2. To determine if the vehicle is affected by the campaign, contact Meritor's OnTrac Technical Call Center @ 1-866-668-7221 to open a case. Provide the necessary vehicle information as needed.
3. To obtain necessary parts, the Meritor OnTrac Technical Call Center will order parts and ship to dealer free of charge.
4. Please provide current owner name, address and phone number to E-ONE.
5. **If you have previously performed the repairs but have not yet submitted an invoice for the work, we are requesting that you submit the invoice within 10 calendar days.**
6. After completing the repair, call Meritor's OnTrac Technical Call Center to complete the open case and receive an authorization number to file back to E-ONE.



COMPLETING THE WORK:

If it is determined the truck is affected, Meritor will inform you and E-ONE that the Differential Carrier Housing Assembly will need to be replaced. Meritor or E-ONE will help locate an authorized service facility if you are unable to complete the replacement of the assembly once it is received. The repair will take approximately 5 hours to complete. Complete the work per Meritor's instructions in the service bulletin.

DOCUMENTING THE WORK:

1. Please itemize the identified Recall number 21V-904 as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained from Meritor. You must include the Vehicle Identification Number as a part of this repair when submitting your invoice.

Please be reminded that it is a violation of Federal law for you to sell, lease or deliver a new or used CYCLONE 2, CYCLONE N, TYPHOON, TYPHOON N equipped with Meritor Series 180 Axle covered by this notification until this recall has been performed on these CYCLONE 2, CYCLONE N, TYPHOON, 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,

Leroy Stephens
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