

Part 573 Safety Recall Report

21V-941

Manufacturer Name : Dennis Eagle Inc.**Submission Date :** FEB 10, 2022**NHTSA Recall No. :** 21V-941**Manufacturer Recall No. :** FSI1472**Manufacturer Information :**

Manufacturer Name : Dennis Eagle Inc.

Address : 2101 47th Street

Sarasota FL 34234

Company phone : 201 9463

Population :

Number of potentially involved : 22

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 : Dennis Eagle engineering have produced the list of vehicles affected, there are 22 involved

Production Dates : MAY 01, 2017 - MAR 22, 2021

VIN Range 1 : Begin : SEG1AKBC1KW025349 End : SEG1AKBC1KW025349 Not sequentialVIN Range 2 : Begin : 1D92BGCB0KF791006 End : 1D92BGCB0KF791009 Not sequentialVIN Range 3 : Begin : 1D92BGGB9LG791012 End : 1D92BGCB1LG791026 Not sequentialVIN Range 4 : Begin : 1D93DJGBXLG791029 End : 1D93DGGB2LG791030 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : FSI1472. On the instrument cluster of the Diego/Proview there is a bulb warning light. The bulb warning light should illuminate if a vehicle light is not illuminated. Unfortunately the warning light is illuminating when there isn't a vehicle light out.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : 125 - Warning devices

Description of the Safety Risk : The driver may think he has a light out when he hasn't, this could lead them to pulling over with the vehicle and inspecting the lights

Description of the Cause : The software in the instrument cluster has been written incorrectly

Identification of Any Warning that can Occur : No warning

Involved Components :

Component Name 1 : Actia Software

Component Description : Actia Software Download

Component Part Number : SCR21017

Supplier Identification :**Component Manufacturer**

Name : Dennis Eagle Ltd

Address : Heathcote Way

Warwick Foreign States CV346TE

Country : United Kingdom

Chronology :

The fault was picked up when a body was fitted to a chassis

Description of Remedy :

Description of Remedy Program : New software will be downloaded into the instrument cluster/s, the job will be done on site at the customers premises when convenient so there will be no need for reimbursement.

How Remedy Component Differs from Recalled Component : Different software numbers from the faulty one to the remedied one

Identify How/When Recall Condition was Corrected in Production : Software updates to the instrument cluster have eradicated the problem

Recall Schedule :

Description of Recall Schedule : Letters will be written to dealers and customers, customers will contact the dealers to arrange for the work to be completed

Planned Dealer Notification Date : DEC 20, 2021 - JAN 26, 2022

Planned Owner Notification Date : DEC 22, 2021 - JAN 26, 2022

* NR - Not Reported