

Part 573 Safety Recall Report

22V-017

Manufacturer Name : Dennis Eagle Inc.

Submission Date : MAR 09, 2022

NHTSA Recall No. : 22V-017

Manufacturer Recall No. : FSI1412



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 sequential

VIN Range 2 : Begin : 1D92BGCB0KF791006 End : 1D92BGGB3KF791009 Not sequential

VIN Range 3 : Begin : 1D92BGGB9LG791012 End : 1D92BGCB1LG791026 Not sequential

VIN Range 4 : Begin : 1D93DJGBXLG791029 End : 1D93DGGB2LG791030 Not sequential

Description of Defect :

Description of the Defect : The drivers door or passenger window may not go all the way up or down when the button is pressed to operate the window

FMVSS 1 : 118 - Power-operated window systems

FMVSS 2 : NR

Description of the Safety Risk : If the driver or passenger can't close the window they may get wet and cold, this could lead to the driver struggling to control the vehicle.

Description of the Cause : FSI1412. The software protection written into the Instrument cluster does not match the requirements of the windows fitted in the cab doors to go up and down

Identification of Any Warning that can Occur : None

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
Heathcote Ind Est Warwick Foreign States CV34 6TE

Country : United Kingdom

Chronology :

An FSI report was raised by DE Inc 12/1/21 about the described issue on one of the listed trucks. Fault reported as window not travelling all the way up or down. Engineering developed the fix 12/8/21. there have been no warranty claims or injuries as a result of this defect

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 : JAN 19, 2022 - FEB 04, 2022

Planned Owner Notification Date : JAN 19, 2022 - FEB 04, 2022

* NR - Not Reported