

# Part 573 Safety Recall Report

## 22V-538

**Manufacturer Name :** E-One Incorporated**Submission Date :** AUG 18, 2022**NHTSA Recall No. :** 22V-538**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : E-One Incorporated

Number of potentially involved : 78

Address : 1601 S.W. 37TH AVENUE

Estimated percentage with defect : 99 %

Ocala FL 34474

Company phone : (904) 237-1122

**Vehicle Information :**

Vehicle 1 : 2019-2022 E-ONE Commercial, Cyclone 2, Cyclone N, Quest 2, Typhoon, Typhoon N

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** All units involve, indoor, outdoor and original equipment manufacturer (OEM) Square D QO Plug-On Neutral Load Centers that were installed on vehicles. The circuit breaker boxes were sold in gray and come in various sizes (square and rectangular). Affected products were manufactured between February 1, 2020 and January 12, 2022, with date codes between 200561 and 220233. Plant 15 is the only plant impacted and all other plant codes are not affected. A complete list of affected catalog numbers, date code description, and inspection instructions were provided.

This recall is based on information supplied by Schneider Electric. Schneider Electric provided a list of Square D PO and Part Numbers that may be affected. Spartan pulled a population by the Schneider Electric part number and PO to determine the affected list. The emergency response vehicles affected by this recall are equipped with Square D QO Plug-On Neutral Load Centers supplied by Schneider Electric.

QTY: 2 – 2019 Cyclone 2 vehicles are affected

QTY: 3 – 2020 Commercial vehicles are affected

QTY: 11 – 2020 Cyclone 2 vehicles are affected

QTY: 3 – 2020 Quest 2 vehicles are affected

QTY: 22 – 2020 Typhoon vehicles are affected

QTY: 4 – 2020 Typhoon N vehicles are affected

QTY: 8 – 2021 Cyclone 2 vehicles are affected

QTY: 6 – 2021 Cyclone N vehicles are affected

QTY: 4 – 2021 Typhoon vehicles are affected

QTY: 14 – 2021 Typhoon N vehicles are affected

QTY: 1 – 2022 Typhoon N vehicles are affected

**Production Dates :** FEB 12, 2020 - JAN 12, 2022**VIN Range 1 : Begin :** 1NKBHJ8X1LR415089 **End :** 4ENLAHA87M2004084☒ Not sequential

**Description of Defect :**

Description of the Defect : As part of Schneider Electric's ongoing quality monitoring process, a potential issue was detected that may affect specific QO Plug-On Neutral Load Centers manufactured between February 1, 2020 and January 12, 2022 at Schneider Electric Plant 15. The issue detected is a loose neutral screw connection within the QO Plug-On Neutral Load Center. If that connection is loose, the affected load center can overheat, posing thermal burn and fire hazards. Refer to Schneider Electric's recall number 22-159 at [cpsc.gov](https://www.cpsc.gov).

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The load center can overheat, posing thermal burn and fire hazards. There is a potential risk for property damage and personal injury.

Description of the Cause : Loose neutral screw connection within the QO Plug-On Neutral Load Center.

Identification of Any Warning that can Occur : None

**Involved Components :**

Component Name 1 : Square D QO Plug-On Neutral Load Centers

Component Description : Load Centers, Breaker Boxes, Electrical Panels

Component Part Number : QO112L125PG / QO116L125PG / QO130L200PG

**Supplier Identification :****Component Manufacturer**

Name : Schneider Electric

Address : 800 Federal Street  
Andover Massachusetts 01810

Country : United States

**Chronology :**

Refer to Recall 22-159 by the Consumer Product Safety Commission ("CPSC") for Schneider Electric's chronology.

On July 14, 2022, E-ONE received communication from Schneider Electric about CPSC recall 22-159 for their

Square D. Reviewed potential population. Escalated the issue to REV Group Management.  
July 22, 2022 – REV's senior leadership approved a voluntary recall for this issue.

## Description of Remedy :

Description of Remedy Program :	Schneider Electric will notify affected customers and ask them to inspect product to determine if it's affected by the recall. All purchasers and installers should immediately contact Schneider Electric to arrange to have the affected recalled load centers inspected by trained electricians to determine if replacement or repair is required. Affected OEMs will notify vehicle purchasers. The inspection and any resulting replacement or repair are free of charge by Schneider Electric. This will be covered under the normal warranty process. The repair will take approximately 1 hour.
How Remedy Component Differs from Recalled Component :	Existing inventory with date codes prior to January 13, 2022 has been validated and is marked with a green dot to indicate compliance with Schneider Electric design and manufacturing standards. Any product marked with a green dot on the carton is excluded from this notice.
Identify How/When Recall Condition was Corrected in Production :	This nonconformity has been contained at Schneider Electric manufacturing plants, distribution centers and product adaptation locations. All QO Plug-On Neutral Load Centers produced after January 12, 2022 are conforming to Schneider Electric design and manufacturing standards.

## Recall Schedule :

Description of Recall Schedule :	1) Email dealers a copy of the Recall approximately 1 week before customers. 2) Mail customers the recall
Planned Dealer Notification Date :	AUG 08, 2022 - AUG 15, 2022
Planned Owner Notification Date :	AUG 22, 2022 - AUG 29, 2022

\* NR - Not Reported