



May 30, 2023

## **SAFETY RECALL NOTICE: 23V-332**

TO: All E-ONE Dealers

E-ONE has decided that a safety defect exists in certain E-ONE Cyclone N and Typhoon N vehicles manufactured from July 27, 2022 to April 24, 2023 equipped with Joral Sensors. Accordingly, a recall to address this issue is being initiated effective May 30, 2023.

The electronic sensor/component for the Aerial device stops providing data to the operating system. Due to microprocessor shortages, the sensor manufacturer was forced to substitute a different microprocessor which was not completely compatible with the software that interacts with it. This defect could result in potential damage to the vehicle body may occur. There is a remote possibility that person injury or death could occur if the Aerial device is above  $\geq 78^\circ$  AND the truck is short-jacked AND the Aerial device is turned to within the short-jack operating range AND the sensor fails. If these four conditions occurred, it would allow the Aerial device to be lowered and could allow the truck to tip on its side. The warning that would precede the issue would be that the angle of inclination will fail to update on the display as the Aerial device is moved. Until the corrective action is implemented on a truck, E-ONE is advising the Operator of the Aerial device to monitor the angle of inclination on the display when the device is being operated to see if the value of the angle ceases to change while operating.

Owners will be notified by mail about the recall and will be instructed that E-ONE will provide either new sensors OR provide a software update to the existing sensors, at E-ONE's discretion, free of charge. E-ONE will compensate the Dealer or Owner for installing the new components provided, or perform software updates, at E-ONE's discretion, free of charge. There is no charge to the Dealer or the Owner for this Recall.

E-ONE is providing, free of charge, the necessary components and instructions to rectify the issue and will pay labor costs for inspecting and replacing the included components that have not already been replaced during normal maintenance.

If you have already paid to have your E-ONE vehicle repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement of components. To learn more about what you need to do to obtain reimbursement call E-ONE Customer Service at 1-352-237-1122 and instructions will be provided. Please have your truck's VIN available.

If after having attempted to take advantage of this recall you believe you have not been able to have your E-ONE vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200



REV GROUP

New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Please be reminded that it is a violation of Federal law for you to sell, lease or deliver a new or used Cyclone N and Typhoon N equipped with Joral Sensors covered by this notification until this recall has been performed on these Cyclone N and Typhoon N vehicles. 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  
Engineer IV – APD  
(352) 572-8518  
[lstephens@e-one.com](mailto:lstephens@e-one.com)