



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 26, 2010

WILLIAM F. MCCOMBS
PRINCIPLE ENGINEER
EMERGENCY ONE INCORPORATED (E-ONE)
1601 SW.37TH AVENUE
OCALA, FLORIDA 34474

NVS-215dgl
10V-225

SUBJECT: SOFTWARE PROBLEM ENGINE CONTROL COMPUTER

DEAR MR. MCCOMBS:

This letter serves to acknowledge Emergency One Inc's (E-ONE) notification to the National Highway Traffic Safety Administration (NHTSA) of a defect in the vehicles listed below for which a safety recall campaign will be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

E-ONE/CYCLONE II/2008-2009

E-ONE/QUEST/2008-2009

NHTSA Campaign Number: 10V-225

Mfg's Report Date: May 21, 2010

Components: ENGINE AND ENGINE COOLING: EXHAUST SYSTEM

Potential Number of Units Affected: 20

Summary:

E-ONE IS RECALLING CERTAIN MODEL YEAR 2008-2009 QUEST AND CYCLONE II FIRE TRUCKS EQUIPPED WITH DETROIT DIESEL SERIES 60 ENGINES MANUFACTURED FROM MARCH 13, 2008 THROUGH SEPTEMBER 27, 2009. THERE IS A SOFTWARE PROBLEM IN THE ENGINE CONTROL COMPUTER THAT MAY CAUSE UNEXPECTED ENGINE SHUT DOWN UNDER CERTAIN OPERATING CONDITIONS.

Consequence:

UNEXPECTED SHUT DOWN OF THE ENGINE MAY PREVENT THE OPERATION OF EQUIPMENT ON THE VEHICLE DURING RESCUE OPERATION PUTTING THE PUBLIC AND FIRE FIGHTERS AT RISK.

Remedy:

DETROIT DIESEL IS HANDLING THE OWNER NOTIFICATION SCHEDULE AND REMEDY FOR THIS CAMPAIGN. THE MOTOR CONTROL MODULE WILL HAVE A NEW SOFTWARE INSTALLED FREE OF CHARGE. OWNERS MAY CONTACT DETROIT DIESEL AT 313-592-3708.

Notes:

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

Please provide the following additional information and be reminded of the following requirements:

You are required to provide a final copy and estimated date including month, day, and year, when Detroit Diesel will send notifications to owners, dealers, and distributors on behalf of E-One.

As stated in your report, Detroit Diesel will be handling the owner notification, remedy, and quarterly reporting for this campaign. However, please be advised that 49 CFR 573.6 provides that the vehicle manufacturer is responsible for any safety related defect or any noncompliance in the vehicle or any item of original equipment. If Detroit Diesel's campaign is not satisfactory, you may be required to conduct a follow-up notification.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to be 'G. Person', with a long horizontal flourish extending to the right.

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement