

**Safety Defect and Noncompliance Report Guide for Vehicles**  
**PART 573 Defect and Noncompliance Report<sup>1</sup>**

On 5-20-2010, Emergency One Incorporated [MFR] decided that a noncompliance which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: 5-21-2010

Furnish the manufacturer's identification code for this recall (if applicable): 4EN

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Emergency One Incorporated.

1701 SW. 37th Ave. Post Office Box 2710

Ocala, Florida 34478-2710

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Billy Miles Director of Operations

1601 SW. 37th Ave. Ocala, Florida. 34474


Telephone Number: 352-861-3223

Fax No.: 352-237-2999

Name and Title of Person who prepared this report.

William F. McCombs , Principle Engineer

Signed:

 5-21-2010

<sup>1</sup>Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

**I. Identify the Vehicle Models Involved in the Recall**

**2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:**

**Make(s): Emergency One Fire Fighting Chassis    Model Years Involved: 2008 and 2009**

**Model(s): Quest and Cyclone II**

**Production Dates: Beginning: 3-13-2008 Ending: 9-27-2009**

**VIN Range: Beginning: 4EN6AAA8081003511 Ending: 4ENGABA8X91005094**

**Vehicle Type: Fire Fighting Pumper    Body Style: Fire Truck**

**Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:**

**The notification involves the above listed chassis models that have a Detroit Diesel Model Series 60 engine with a serial number that is listed on the Detroit Diesel Safety Recall Campaign 10C2.**

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**Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.    100% of chassis with the Detroit Diesel Model Series 60 engines**

**II. Identify the Recall Population**

**3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.**

**Number of Vehicles: (20) Twenty Vehicles were shipped to Customers.**

**Models: Quest, Model Year 2008 and 2009 and Cyclone II, Model Year 2008 and 2009**

**Units Involved Quest: Year 2008 (10) Ten units and 2009 (5) Five units.**

**Cyclone II Year 2008 (2) Two units and 2009 (3) Three units**

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**Total Number Potentially Affected by the Recall: (20) Units**

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100% of Chassis built with the Detroit Series 60 engine.

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

On May 19<sup>th</sup>, 2010 Detroit Diesel Corporation notified Emergency One of a Safety Recall campaign Number 10C2 involving their Model Series 60 engine. They supplied Emergency One a list of 20 engine serial numbers that had been supplied to E-One that contain the safety defect. Emergency One reviewed our production records and determined that 20 units had been shipped that contained the engines listed in the 10C2 recall. This consisted of 100% of the population of units built with this engine during the time period between 3-13-2008 and 9-27-2009.

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**III. Describe the Defect or Noncompliance**

**5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.**

**Detroit Diesel Corporation supplied engines to Emergency One that has a software programming defect in the engine control computer for Fire Truck applications that may cause unexpected engine shut down under certain operating conditions which could hamper rescue operations and place the public at risk.**

**Describe the cause(s) of the defect or noncompliance condition.**

**The defect is caused by incorrect software programming in the Detroit Diesel engine control computer.**

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**Describe the consequence(s) of the defect or noncompliance condition.**

**Un-expected shut down of the engine may occur under certain operating conditions, preventing the operation of equipment on the vehicle during rescue operations putting the public and fire fighters at risk.**

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**Identify any warning which can (a) precede or (b) occur.**

**Unknown**

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**If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.**

**Detroit Diesel Corporation, 13400 Outer Drive West, Detroit, Michigan 48239-4001**

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**Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:**

**Catherine Zaleski-Wais at catherine.zaleski-wais@daimler.com**

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**IV. Provide the Chronology in Determining the Defect/Noncompliance**

*If the recall is for a defect, complete item 6, otherwise item 7.*

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

E-One received a Detroit Diesel formal recall campaign notice 10C2 on 5-19-2010 for a software problem in the engine control computer that may cause unexpected engine shut down under certain operating conditions. On 5-19-2010 Detroit Diesel supplied a list of 20 engine serial numbers that had the incorrect software. On 5-20-2010 E-One determined (20) units had been shipped that had the incorrect software.

E-One has received no reports of a problem from customers, nor reports of any injuries or incidents involving un-expected engine shut downs with these affected units.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

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V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

The owners of the (20) units will be contacted by Detroit Diesel and the Motor Control Module (MCM) will have new software installed at no cost to the owner.

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Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

The MCM will be reprogrammed with V62.6.0.0 or higher software and the fuel map imbedded in the software will be revised to ZGS 114 or higher version.

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Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

Engines in production at our facility or at our regional distributor will be reprogrammed by our distributor's technicians with the software revision noted above.

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**VI. Identify the Recall Schedule**

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

All end customer information was supplied to Detroit Diesel on 5-21-2010. They have committed to notify all end customers of E-One produced units. Sample Recall notification letter was supplied to NHTSA by Detroit Diesel under the campaign number 10C2 (See Attached)

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**VII. Furnish Recall Communications**

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*