



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

1200 New Jersey Avenue SE  
Washington, DC 20590

May 27, 2014

Mr. Billy Miles  
Director of Operations  
E-One Incorporated  
1601 SW 37th Avenue  
Ocala, FL 34474

NVS-215KS  
14V-217

**Subject:** Vehicle Input Module Software Issues

Dear Mr. Miles:

This letter serves to acknowledge E-One Incorporated's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. 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/2013-2014  
E-ONE/QUEST/2013-2014  
E-ONE/TYPHOON/2013-2014

**Mfr's Report Date:** April 16, 2014

**NHTSA Campaign Number:** 14V-217

**Components:**

ELECTRICAL SYSTEM: SOFTWARE

**Potential Number of Units Affected:** 112

**Problem Description:**

E-One Incorporated (E-One) is recalling certain model year 2013-2014 Emergency One Typhoon, Cyclone II, and Quest Fire Fighting Chassis manufactured March 19, 2013, through April 15, 2014, and equipped with Vehicle Input Module (VIM) part number 508875. The VIM, used to supply programming inputs that monitor and control some vehicle functions such as lights, warning indicators and some interlock functions of the vehicle electrical system, has software that may experience a defect that affects the operation of the brake lights and other electrical operations of the vehicle.

**Consequence:**

The VIM software may cause the vehicle's brake lights to be illuminated even when the vehicle is not braking and may prevent the vehicle's ability to raise its idle when auxilliary equipment is being used. If the brake lights are illuminated while the vehicle is moving it could make other motorists think the vehicle is stopping/slowing down and increase the risk of a vehicle crash. If the vehicle cannot raise its idle when auxilliary equipment is being used, equipment such as aerial devices, electrical generators and rescue tools may have reduced performance.

**Remedy:**

E-One will notify owners, and dealers will update the VIM software, free of charge. The recall is expected to begin in June 2014. Owners may contract E-One customer service at 1-800-627-5050.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received E-One's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement