



VIN # 4EN6AAA83D1008062

E-ONE SO # 138062

CUSTOMER: CULLOWHEE FIRE DEPT

NHTSA Recall 14V-217

Dear E-ONE Chassis Owner:

May 28, 2014

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

E-ONE has decided that a defect which relates to motor vehicle safety exists in the programming software of certain E-ONE 2013 and 2014 Cyclone II, Typhoon, and Quest model Chassis equipped with a (508875) Vehicle Input Module manufactured between 3-19-2013 and 4-15-2014.

If the Master Electrical Power switch is turned off while the driver has their foot on the brake pedal, when the Master Power Switch is turned back on, the Brake lights will be illuminated until the brake pedal is pressed and released. This may be confusing to other motorists and as long as the Brake lights are illuminated, the engine hi-idle switch will be inter-locked out from functioning. This could reduce the performance of hydraulic driven ancillary equipment installed on the vehicle, such as aerial devices, generators and rescue tools.

WHAT WE WILL DO

E-ONE will be contacting owners of the affected E-ONE Chassis and will load revised software into the Vehicle Input Module by a Dealer Service Technician, or an E-ONE Factory Technician at no cost to the customer. With a prearranged appointment, the loading of the software and confirmation checks will take 2-3 hours. The Safety Recall is expected to start on or before June 15th, 2014

WHAT YOU SHOULD DO

If you receive this notification, please contact your E-ONE Dealer or E-ONE at 1-800-627-5050 to schedule an appointment to have the software update done on your vehicle.

If the repairs are not completed within three (3) days of the agreed on service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact E-ONE customer service by calling 1-800-627-5050.

After contacting E-ONE, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington DC 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](http://www.safercar.gov) If you have had your vehicle repaired prior to receipt of this notice, you may be entitled to reimbursement if you incurred any out of pocket cost due to this matter. For further information, please contact us at the number listed above.

We apologize for any inconvenience this may cause; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Federal law requires any lessor who receives a notification of a safety related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days. If you are no longer owner of this vehicle, please provide us with any contact information so we may contact the new owner.



E-ONE Customer Service
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Ocala, FL 34474

CULLOWHEE FIRE DEPT
P O BOX 2470
CULLOWHEE, NC 28723



SAFETY RECALL NOTICE