



IMPORTANT SAFETY RECALL: 16V-801 -- 16-00436-18485-10

NHTSA RECALL No. 16V-801

Dear E-ONE Chassis Owner:

Dec 26, 2016

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

Why is a recall being conducted?

E-ONE has decided that a defect which relates to motor vehicle safety exists in certain model years of the following emergency vehicles manufactured Jan 1, 2014 to October 11, 2016 equipped with aerial filter part number 320608:

- E-ONE Typhoon
- E-ONE Quest
- E-ONE Cyclone

The filter head was changed by the manufacturer for parts received by E-ONE beginning Jan 1 2014. The manufacturer's new filter head lowered the design tolerances below those of the original component. The resulting weaker design flexes during cyclic loading, potentially allowing the specialized O-ring fitting to "extrude" over time, resulting in hydraulic fluid leaking from the filter/head connection. The filter head shape changed visibly, so trucks with the faulty filter head can be identified by examining the photos below:



Design, prior to 2014. Good.

Note flat aluminum surface above filter.



Design after 2013. To be replaced.

Note angled aluminum surface above filter.



Hydraulic fluid leaks from this filter can cause reduced aerial ladder/lift performance, increased power requirements, and eventual failure of hydraulic components, including brakes, ladders, and other components using the hydraulic fluid.

What are we doing about the problem?

E-ONE suggests users identify if they have a faulty filter (the RIGHT photo shows a faulty filter with angled nameplate). If the filter is determined to be faulty, E-ONE suggests trucks affected by this recall be taken to the nearest dealership and have the filter heads replaced. Simply call E-ONE and reference the recall, being prepared to show a photo of your filter head, and E-ONE will mail a replacement filter head assembly to the address of your choice. E-ONE will compensate the dealer or owner for the work.

If you believe you have a valid warranty claim that extends beyond replacement of the filter head, please contact E-ONE Customer Service at 1-352-861-3612 or write E-ONE, 1601 SW 37th Ave, Ocala, FL, 34474

This Safety Recall is expected to start on or before December 30th, 2016.

What should you do?

If you receive this notification and your filter has the new design (*the image on right on previous page*), please contact your E-ONE Dealer or E-ONE at 1-800-627-5050 to schedule an appointment to have your oil filter replaced.

INCLUDED WITH THIS LETTER IS AN OWNER RESPONSE CARD THAT MUST BE FILLED OUT AND RETURNED TO E-ONE IN ORDER TO BE REIMBURSED. Please have 1) your Truck VIN, 2) a picture of your filter head. After your repair has been completed, please fill in the appropriate information on the enclosed Owner Response Postcard, sign it, and mail it to:

E-ONE, 1601 SW 37th Ave, Ocala, FL, 34474.

If you prefer to contact E-ONE directly, feel free to contact our Customer Service at 1-352-861-3612. Please have 1) your Truck VIN, 2) a picture of your filter head available for tracking purposes.

What if you no longer own this vehicle?

If you are not the current owner of the vehicle, please indicate this on the Owner Response Postcard and return the card to us.



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 the owner of this vehicle, please provide us with any contact information so we may contact the new owner.

If you have already paid to have your vehicle repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement of components. If after having attempted to take advantage of this recall you believe you have not been able to have your 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 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>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

E-ONE, Inc.