



## **IMPORTANT SAFETY RECALL: 16V-737 -- 16-00436-18485-10**

NHTSA Recall **LETTER**

Dear E-ONE Chassis Owner:

Oct, 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, 2012, to June 23, 2016, equipped with split shaft (driveline driven) pumps to provide pressurized water to aid in fighting fires:

Ford 2012 F550  
Ford 2013 F550  
Ford 2015 F550  
Ford 2016 F550

Above 65 MPH, some pump bearings or drive shafts may experience high vibration levels. As a result of continued high vibration, the drive shafts or pump bearings could become loose and/or fail, possibly causing debris, defective fire pump, or a loss of vehicle control, increasing the risk of a crash.

### **What are we doing about the problem?**

E-One suggests trucks affected by this recall be taken to the nearest Ford dealership, where electronic speed limiting to 65 MPH can be performed. E-One will compensate the dealer or owner as listed below for the work.

If you believe you have a valid warranty claim that extends beyond electronic speed limiting, please contact E-One Customer Service at 1-352-861-3612 or write E-One, 1601 SW 37<sup>th</sup> Ave, Ocala, FL, 34474

This Safety Recall is expected to start on or before November 5th, 2016.

### **What should you do?**

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 copy of your Ford dealership speed limiting receipt. After your local Ford dealer



has limited the maximum speed, please fill in the appropriate information on the enclosed Owner Response Postcard, sign it, and mail it to:

*E-One, 1601 SW 37<sup>th</sup> Ave, Ocala, FL, 34474.*

Upon receipt of each completed OWNER RESPONSE CARD, E-One will provide reimbursement of \$389.95 as follows:

2-hours travel time @ \$100/hour	\$200
Ford Dealership - maximum 1 hour repair time @ \$100/hour	\$100
Ford Dealership – Recalibrate PCM for Speed Limiter (change to 65MPH)	<u>\$89.95</u>
Total	\$389.95

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 copy of your Ford dealership speed limiting receipt available for tracking purposes.

After the repairs are complete, please fill in the appropriate information on the enclosed Owner Response Postcard, sign it, and mail it to E-One, 1601 SW 37<sup>th</sup> Ave, Ocala, FL, 34474.

#### **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.