



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 20, 2017

Mr. Dirk Steyn
VP of Engineering
E-One Incorporated
1601 SW 37th Ave.
Ocala, FL 34474

NEF-150MR
17V-231

Subject: Loose Ball Joints may cause Loss of Steering

Dear Mr. Steyn:

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/2013-2016
E-ONE/QUEST/2014-2016
E-ONE/TYPHOON/2013-2016

Mfr's Report Date: April 5, 2017

NHTSA Campaign Number: 17V-231

Components:

SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT
SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT

Potential Number of Units Affected: 29

Problem Description:

E-One Incorporated (E-One) is recalling certain 2013-2016 Typhoon and Cyclone II and 2014-2016 Quest emergency vehicles. The ball joints on the independent front suspension (IFS) modules can loosen and separate, leading to a partial loss of steering.

Consequence:

A separated ball joint can cause a loss of steering control, increasing the risk of a crash.

Remedy:

E-One will notify owners, and dealers will inspect, clean and secure the ball joint, free of charge. The recall is expected to begin May 22, 2017. Owners may contact 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.

We have received E-One's proposed owner notification letter and we have approved it for distribution.

Please be reminded of the following requirements:

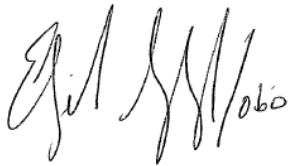
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are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

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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 Michelle Rice who may be reached by phone at 202-366-1060, or by email at michelle.rice@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian" followed by a date "1/11/06".

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