



**This notice applies to your
vehicle VIN:**

UNIT:

IMPORTANT SAFETY RECALL: 17V-540 --

NHTSA Recall **LETTER**

Dear E-ONE Chassis Owner:

October 3, 2017

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. 01, 2015 to May 17, 2015, equipped with Dana Spicer axles:

Cyclone 2, Quest 2

Dana has informed E-ONE that there is a potential issue in the tie rod attachment that connects the tie rod taper joint to the knuckle in certain steer axles. In those subject steer axles that are affected, the tie rod can become loose, which should cause significant auditory warning and/or looseness in steering. If a vehicle operator continues to operate the vehicle in spite of this warning, the tie rod may disconnect from the steering knuckle, which could cause the driver to lose full control of a vehicle.

Any vehicle operator who experiences the described warnings, or has other evidence of this concern, should immediately cease operation of the vehicle.

What are we doing about the problem?

Given this potential issue, E-ONE is recalling the subject steer axle models. The recall remedy is immediately available. Owners of vehicles that contain the subject steer axles will be asked to bring their vehicles to their chosen fleet service centers as soon as possible. When a vehicle is presented to a service center for repair under this recall, at no charge to the vehicle owner, the service center will inspect the steer axle to determine whether the castellated nuts in the tie rods are adequately torqued.

If the inspection reveals that the castellated nuts are not sufficiently torqued, the service center will be directed to torque the nuts. If doing so secures the nuts, the service center should install a new cotter pin and return the vehicle to service. If the nuts do not become properly secured



and aligned after being adequately torqued, the service center should replace the knuckle and tie rod end assembly. Complete directions for performing this repair are attached (see Tab A)

If you believe you have a valid warranty claim that extends beyond the knuckle and tie rod end assembly replacement, please contact E-ONE Customer Service at 1-352-861-3612 or write E-ONE, 1601 SW 37th Ave, Ocala, FL, 34474.

What should you 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 Dana knuckle and tie rod end assemblies repaired/replaced. This Recall is expected to start on or before Oct 22, 2017.

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) pictures of the Dana knuckle and tie rod end assemblies. 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) pictures of your Dana knuckle and tie rod end assemblies.

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.



E-ONE NOTIFICATION PROGRAM

17V-540

Owner Response Postcard

VIN:

UNIT:

- This vehicle was inspected and repaired according to instructions.
- This vehicle was inspected and determined to not need repair.
- This vehicle was sold to: _____ Name, Address, City, State/ZIP
- This vehicle was stolen.
- This vehicle was destroyed.

Owner's (or Former Owner's) Signature

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



VIN:

Unit:

Insert Customer Name

Insert Customer Address

Insert City, ST Zip