



This notice applies to your
vehicle VIN:

UNIT:

IMPORTANT SAFETY RECALL: 17V-631 --

NHTSA Recall **LETTER**

Dear E-ONE Chassis Owner:

Nov 27, 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 Aug. 04, 2016, to Aug 04, 2017, equipped WITHOUT independent front suspensions:

E-One Typhoon, E-One Cyclone 2, and E-One Quest 2

The steering assist cylinder attachment and adjustment points may have been torqued to values below the manufacturers' recommended torque values.

Loose steering assist cylinder components could lead to the steering assist cylinder disengaging from the steering arm. If a steering assist cylinder disengages from the truck, steering assist force is lost and vehicle control is negatively affected, increasing the risk of a crash.

What are we doing about the problem?

Vehicles subject to this recall are to be inspected and repaired by an E-One certified dealer or technician. E-One will compensate the dealer or owner for inspecting and re-torquing the steering assist fasteners per the provided inspection document. In addition, the E-One certified dealer or technician will perform the required regular steering system maintenance procedures as specified in the owner's service manual.

If you believe you have a valid warranty claim that extends beyond torque values of these steering assist cylinder components, 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 inspection and re-torquing of the steering assist cylinder fasteners performed. This Recall is expected to start on or before Nov 13, 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 your Truck VIN available. 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 your Truck VIN available.

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 that 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-631

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