



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 23, 2018

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

NEF-150MR
18V-019

Subject: Starter Lock-Out Relay Failure Causing No-Start

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/2013-2017
E-ONE/QUEST II/2013-2017
E-ONE/TYPHOON/2013-2017

Mfr's Report Date: January 9, 2018

NHTSA Campaign Number: 18V-019

Components:

ELECTRICAL SYSTEM:STARTER ASSEMBLY

Potential Number of Units Affected: 1,147

Problem Description:

E-One Incorporated (E-One) is recalling certain 2013-2017 Cyclone II, Typhoon, and Quest II emergency vehicles equipped with a Cummins ISL, L9, ISX15, or X15 engine. The affected engines do not have a diode in the starter solenoid circuit to improve the longevity of the lock-out relay, resulting in accumulated damage over time.

Consequence:

The damaged starter lock-out relay may prevent the vehicle from starting, hindering personnel from responding to emergencies.

Remedy:

E-One will notify owners, and dealers will install a diode in the starter solenoid circuit and install a new starter lock-out relay, free of charge. The recall is expected to begin March 5, 2018. Owners may contact E-One customer service at 1-352-861-3612.

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 it is currently under review. You will be notified of any changes or concerns once our review is complete.

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".

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