



SAFETY RECALL NOTICE:

TO: All E-ONE Dealers

E-ONE has decided that a safety defect exists in certain E-ONE CYC2, QST2, TYPH, Ford Custom, Freightliner Custom, International Custom, Kenworth Custom, Peterbilt Custom vehicles manufactured from December 2017 through August 2018 equipped with Whelen Brake Lights. Accordingly, a recall to address this issue is being initiated effective October 25th, 2018.

For the recall population, the brake light may activate if there is a transient voltage on the brake input line (e.g., without further brake input), but can be returned to normal operation when a brake input is applied and then removed. Whelen determined that the root cause of this condition was tied to transient voltage on the input line creating a false and steady activation of the brake light. The condition is dependent on the specific wiring of the vehicle and other installed equipment. The product functions normally if it is not exposed to these specific conditions, but the condition has the potential to occur in the entire recall population. This defect could result in the brake lights incorrectly illuminating and could confuse other drivers, possibly increasing the risk of a crash. No warning will precede the activation of the light.

Owners will be notified by mail about the recall and will be instructed on how to remedy this defect. Whelen is working with E-ONE to ensure that all affected brake lights are replaced. The Owner of the vehicle, or technician, may change out the brake light assemblies or may contact an E-ONE Dealer and a technician will install replacement brake light assemblies at no cost to the vehicle owner. The replacement should take approximately 15 minutes per light. There is no cost to owners for this recall.

Whelen is providing, free of charge, the necessary components and instructions to rectify the issue. To replace the brake lights on an affected vehicle, please contact Whelen at 1-860-718-2331 to obtain a replacement brake light and instructions for how to return the recalled product(s) to Whelen. Please provide Whelen with the E-ONE vehicle SO# and the VIN for the affected vehicle.

If you need further assistance with this notification, please contact your E-ONE Dealer or E-ONE at 1-352-861-1122 and we will work with Whelen to obtain a replacement brake light and instructions for how to return the recalled product(s) to Whelen.



Please be reminded that it is a violation of Federal law for you to sell, lease or deliver a new or used E-ONE CYC2, QST2, TYPH, Ford Custom, Freightliner Custom, International Custom, Kenworth Custom, Peterbilt Custom equipped with Whelen Brake Lights covered by this notification until this recall has been performed on these E-ONE CYC2, QST2, TYPH, Ford Custom, Freightliner Custom, International Custom, Kenworth Custom, Peterbilt Custom. Substantial civil penalties apply to violations of this law.

Your assistance with this recall is appreciated. Should you have any questions or concerns, please contact E-ONE Customer Service at (352) 861-1122.

Sincerely,
E-ONE, Inc.

