



IMPORTANT SAFETY RECALL: 18V-171

This notice applies to your vehicle VIN:

UNIT:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear E-ONE Chassis Owner:

April 16, 2018

NHTSA Recall **LETTER**

Why is a recall being conducted?

E-ONE has decided that a defect which relates to motor vehicle safety exists in certain models of the following emergency vehicles manufactured Jan. 2008 – Dec. 2015, equipped with Timoney Gen 2 Strider Independent Front Suspensions:

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

E-ONE has been informed by Timoney Technologies that, on certain Timoney Gen 2 Strider independent front suspension front axle spindles, inconsistent machining operations could cause stress risers in the spindle that could cause long-term durability failure.

Over time and under certain harsh duty cycles, a fatigue crack could develop in the spindle, causing failure of the spindle and possible separation of the wheel from the vehicle, which increases the risk of a crash.

What are we doing about the problem?

E-ONE will be shipping spindle rebuild kits, necessary tooling and installation instructions to E-ONE Dealers for them to install the new components on the affected trucks. Vehicles subject to this recall are to be repaired by an E-ONE certified Dealer or technician. E-ONE will compensate the dealer or owner for installing the new components. The components and labor are provided free of charge. The installation should take approximately 4 hours.



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 installation of the spindle kits performed.

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

18V-171

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