



IMPORTANT SAFETY RECALL: 18V-606

Whelen Brake Lights

This notice applies to your vehicle VIN: [Subject]

UNIT: [Title]

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

E-ONE has decided that a defect which relates to motor vehicle safety exists in certain models of the following emergency vehicles manufactured from December 2017 through August 2018 equipped with Whelen Brake Lights:

E-ONE CYC2, QST2, TYPH, Ford Custom, Freightliner Custom, International Custom, Kenworth Custom, Peterbilt Custom

WHY IS A RECALL BEING CONDUCTED?

E-ONE was informed by Whelen Engineering Company, Inc. that the Whelen brake light models subject to this recall may illuminate when the brake pedal has not been pressed. They can then 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. If the brake lights incorrectly illuminate, it can confuse other drivers, increasing the risk of a crash.

WHAT ARE WE DOING ABOUT THE PROBLEM?

Whelen is working with E-ONE to ensure that all affected brakes lights are replaced. The Owner of the vehicle, or technician, may change out the brake light assemblies or you can 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.

WHAT SHOULD YOU DO?

If you receive this notification, 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.

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.



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 1-352-861-1122. Please have your Truck VIN available.

WHAT IF YOU NO LONGER OWN THIS E-ONE CYC2, QST2, TYPH, Ford Custom, Freightliner Custom, International Custom, Kenworth Custom, Peterbilt Custom?

If you no longer the current owner of the vehicle, please indicate this on the Owner Response Postcard and return the card to *E-ONE, 1601 SW 37th Ave, Ocala, FL, 34474.*

WHO SHOULD YOU CONTACT IF YOU HAVE FURTHER QUESTIONS OR CONCERNS?

If you have any questions or concerns, please contact E-ONE Customer Service at 1-352-861-1122. Please have your Truck VIN available.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations

If you have already paid to have your E-ONE CYC2, QST2, TYPH, Ford Custom, Freightliner Custom, International Custom, Kenworth Custom, Peterbilt Custom repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement of components. To learn more about what you need to do to obtain reimbursement, call E-ONE Customer Service at 1-352-861-1122 and instructions will be provided. Please have your Truck VIN available.

If after having attempted to take advantage of this recall you believe you have not been able to have your E-ONE CYC2, QST2, TYPH, Ford Custom, Freightliner Custom, International Custom, Kenworth Custom, Peterbilt Custom 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-606

Owner Response Postcard

VIN: [Subject]

UNIT: [Title]

- 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

Date Signed

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law





Insert Customer Name

Insert Customer Address

Insert City, ST Zip