



## **IMPORTANT SAFETY RECALL: 18V-747**

### **Air Conditioning Relay**

**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 10/01/2012 to 10/30/2015, equipped with a certain Air Conditioning Relay:

**E-ONE Cyclone 2 Aerial, Industrial, EMAX, Pumper, Tanker; E-ONE Cyclone 3 Aerial, EMAX, Tanker; E-ONE Typhoon Aerial, EMAX, Pumper, Tanker, Rescue, Traditional Aerial, Traditional Pumper**

#### **WHY IS A RECALL BEING CONDUCTED?**

E-ONE has determined through electrical circuit analysis that under certain abnormally heavy current draw situations in the HVAC system, a relay could degrade. Overtime the degradation could progress to a point that would result in the melting of the relay housing usually proceeded by a burning smell. The affected item is the Air Conditioning Relay.

#### **WHAT ARE WE DOING ABOUT THE PROBLEM?**

E-ONE will be shipping a new relay assembly and instruction on how to replace the existing relay for all affected trucks. The repair will take approximately 1 hour.

#### **WHAT SHOULD YOU DO?**

If you receive this notification, please contact your E-ONE Dealer or E-ONE at 1-352-861-1122 to schedule an appointment to have the repairs 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 37<sup>th</sup> 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 Cyclone 2 Aerial, Industrial, EMAX, Pumper, Tanker; E-ONE Cyclone 3 Aerial, EMAX, Tanker; E-ONE Typhoon Aerial, EMAX, Pumper, Tanker, Rescue, Traditional Aerial, Traditional Pumper?**

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 37<sup>th</sup> 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 Cyclone 2 Aerial, Industrial, EMAX, Pumper, Tanker; E-ONE Cyclone 3 Aerial, EMAX, Tanker; E-ONE Typhoon Aerial, EMAX, Pumper, Tanker, Rescue, Traditional Aerial, Traditional Pumper 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 Cyclone 2 Aerial, Industrial, EMAX, Pumper, Tanker; E-ONE Cyclone 3 Aerial, EMAX, Tanker; E-ONE Typhoon Aerial, EMAX, Pumper, Tanker, Rescue, Traditional Aerial, Traditional Pumper 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-747

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