



IMPORTANT SAFETY RECALL: 18V-748

Link Atlas Suspension

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 10/01/2016 and 6/30/2018, equipped with Link Atlas Suspension:

E-ONE Cyclone 2 Aerial and Typhoon Aerial

WHY IS A RECALL BEING CONDUCTED?

Link Manufacturing has informed E-ONE that there is a possibility that the torque rod tower on the Atlas suspension could crack and could eventually lead to a failure of the torque rod tower. If the torque rod tower on the suspension were to completely fail, the truck could potentially experience compromised vehicle handling. Visual cracks on the torque rod tower may be observed. The affected item is the Link Atlas Suspension.

WHAT ARE WE DOING ABOUT THE PROBLEM?

E-ONE will ship the necessary components and instructions to an authorized Dealer or service center in your area for repair. E-ONE will reimburse Dealers/Service Centers for all costs of parts [not covered directly by Link MFG] and labor that are related to this repair. It will take approximately 24 man hours to perform the work.

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 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 Cyclone 2 Aerial and Typhoon Aerial?

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 Cyclone 2 Aerial and Typhoon Aerial 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 and Typhoon Aerial 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-748

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