



November 11, 2019

IMPORTANT SAFETY RECALL: 19V-592

IMMI IHC and/or KAB Airbag Assembly

This notice applies to your vehicle VIN: X

UNIT: 1

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 between April 2019 – September 2019, equipped with IMMI IHC and/or KAB Airbag Assembly:

E-ONE Models: PSEM-TYPH, AERM-CYC2, PMPR-CYC2, PSLS-TYPH, PSRS-TYPH, PSTT-TYPH, REHN-CYC2

WHY IS A RECALL BEING CONDUCTED?

Under normal deployment, the airbag cushion, as part of the IHC and/or KAB assemblies, may not be retained on the inflation gas line resulting in an incomplete inflation of the cushion or no retention of pressure in the cushion during deployment.

The safety risk to the occupant is that the IHC/KAB may not fully inflate and therefore may not provide the intended supplemental protection to the occupant. There are no warnings that precede this.

The affected item is the IMMI IHC and/or KAB Airbag Assembly.

WHAT ARE WE DOING ABOUT THE PROBLEM?

Owners will be notified by mail about the recall and will be instructed to contact E-ONE/E-ONE Dealers to have the replacement items installed. E-ONE will install the new components and reimburse dealers/customers for all costs of parts and labor. It will take approximately 30 minutes to 1 hour per component, depending on the component, to perform the work. There is no cost to owners for this recall.

WHAT SHOULD YOU DO?

If you receive this notification, please contact your E-ONE Dealer or E-ONE at 1-352-237-1122 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 1-352-237-1122. Please have your Truck VIN available.

WHAT IF YOU NO LONGER OWN THIS E-ONE Models: PSEM-TYPH, AERM-CYC2, PMPR-CYC2, PSLS-TYPH, PSRS-TYPH, PSTT-TYPH, REHN-CYC2?

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 1-352-237-1122. 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 Models: PSEM-TYPH, AERM-CYC2, PMPR-CYC2, PSLS-TYPH, PSRS-TYPH, PSTT-TYPH, REHN-CYC2 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 1-352-237-1122 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 Models: PSEM-TYPH, AERM-CYC2, PMPR-CYC2, PSLS-TYPH, PSRS-TYPH, PSTT-TYPH, REHN-CYC2 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 NOTIFICATION PROGRAM

19V-592

Owner Response Postcard

VIN: X

UNIT: 1

- 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