



September 18, 2020

IMPORTANT SAFETY RECALL: 20V-546

Rear Shock Mount Bracket 1086779 and 1086780

This notice applies to your vehicle VIN: X

UNIT: 1xxxxx

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 September 21, 2018 to April 30, 2020, equipped with Rear Shock Mount Bracket 1086779 and 1086780:

E-ONE – 2018 TYPHOON, 2019 CYCLONE, 2019 TYPHOON, 2020 TYPHOON

WHY IS A RECALL BEING CONDUCTED?

The holes in the lower shock mount bracket cause U-bolt binding when the U-bolts are passed through the lower axle seat which have different spacing. U-bolts will not achieve complete clamp force thereby reducing the effectiveness of the axle to suspension interface. Lack of proper clamp force may result in the shearing of the axle locating dowels allowing the axle to shift sideways resulting in loss of control of the vehicle, increasing the risk of a crash. Axles with incomplete U-bolt torque can making popping or creaking noise as the axle to suspension interface is moving. Design error was the cause.

The affected item is the Rear Shock Mount Bracket 1086779 and 1086780.

WHAT ARE WE DOING ABOUT THE PROBLEM?

Vehicles subject to this recall are to be inspected and repaired by an E-ONE certified dealer or technician. Trucks will be inspected for the presence of revision A bracket per instructions. If revision A brackets are present, E-ONE will provide new brackets and U-bolts. E-ONE will compensate the dealer or owner for installing new shock mount brackets and U-bolts, provided free of charge, if it has not already been replaced during normal maintenance. Installation of the new components will take approximately 2 man-hours.



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 – 2018 TYPHOON, 2019 CYCLONE, 2019 TYPHOON, 2020 TYPHOON?

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 – 2018 TYPHOON, 2019 CYCLONE, 2019 TYPHOON, 2020 TYPHOON 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 – 2018 TYPHOON, 2019 CYCLONE, 2019 TYPHOON, 2020 TYPHOON 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

20V-546

Owner Response Postcard

VIN: X

UNIT: 1xxxxx

- 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