



May 25, 2020

IMPORTANT SAFETY RECALL: 21V-332

CUMMINS L9 AND ISX12 FUEL RAIL

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 January 2017 to May 2021, equipped with CUMMINS L9 AND ISX12 FUEL RAIL:

E-ONE – 2017 CYCLONE 2 and TYPHOON, 2018 CYCLONE 2, QUEST 2, and TYPHOON, 2019 CYCLONE 2, QUEST 2, and TYPHOON, 2020 CYCLONE 2, CYCLONE N, QUEST 2, TYPHOON and TYPHOON N, 2021 CYCLONE 2, CYCLONE N, TYPHOON and TYPHOON N

WHY IS A RECALL BEING CONDUCTED?

The fuel rail assembly may develop leaks, which may result in an undetected prolonged diesel fuel spray. A leak involving spraying/misting fuel in the presence of an ignition source may increase the risk of fire. The operator may see or smell diesel fuel. In some cases, the check engine lamp may illuminate. The rail end sealing bores in the fuel rail may have undersized pilot bores for the sealing washer, thus preventing the washer from properly seating, potentially resulting in inadequate load for the joint to remain properly sealed in service.

The affected item is the CUMMINS L9 AND ISX12 FUEL RAIL.

WHAT ARE WE DOING ABOUT THE PROBLEM?

Cummins has stated that they are developing a remedy plan and will communicate it as soon as it is available.

Vehicles subject to this recall are to be inspected and repaired by a Cummins Dealer. Cummins will inspect and install new components, provided free of charge if it affected. Inspection and installation time are unknown at this time.



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 – 2017 CYCLONE 2 and TYPHOON, 2018 CYCLONE 2, QUEST 2, and TYPHOON, 2019 CYCLONE 2, QUEST 2, and TYPHOON, 2020 CYCLONE 2, CYCLONE N, QUEST 2, TYPHOON and TYPHOON N, 2021 CYCLONE 2, CYCLONE N, TYPHOON and TYPHOON N?

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 – 2017 CYCLONE 2 and TYPHOON, 2018 CYCLONE 2, QUEST 2, and TYPHOON, 2019 CYCLONE 2, QUEST 2, and TYPHOON, 2020 CYCLONE 2, CYCLONE N, QUEST 2, TYPHOON and TYPHOON N, 2021 CYCLONE 2, CYCLONE N, TYPHOON and TYPHOON N 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 – 2017 CYCLONE 2 and TYPHOON, 2018 CYCLONE 2, QUEST 2, and TYPHOON, 2019 CYCLONE 2, QUEST 2, and TYPHOON, 2020 CYCLONE 2, CYCLONE N, QUEST 2, TYPHOON and TYPHOON N, 2021 CYCLONE 2, CYCLONE N, TYPHOON and TYPHOON N 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

21V-332

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