



March 16, 2022

IMPORTANT SAFETY RECALL: 21V-904 – Revision B

Meritor Series 180 Axle Pinion Shaft

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 February 2021 through November 2021, equipped with Meritor Series 180 Axle Pinion Shaft:

E-ONE – 2021 CYCLONE 2, CYCLONE N, TYPHOON, TYPHOON N

WHY IS A RECALL BEING CONDUCTED?

It has been reported that some Meritor drive pinion 180 series axles may be fractured in the pinion spline. If this defect exists, the fracturing of the pinion may hit the brake drop hose which may unintentionally apply the parking brake without detection or brake lights coming on, possibly resulting in a crash. The issue could occur without warning. This was caused by a variation in the pinion spline tooling geometry of the Meritor process.

The affected item is the Meritor Series 180 Axle Pinion Shaft.

WHAT ARE WE DOING ABOUT THE PROBLEM?

Contact your local Dealer or repair facility for assistance with facilitating the repair. The repair facility will need to open a case with Meritor's OnTrac Technical Call Center to verify the truck is affected by this campaign. If it is determined that the truck is affected, Meritor will inform the repair facility and E-ONE that the Differential Carrier Assembly will need to be replaced and order parts for replacement. Once the repair facility receives the parts for the replacement Carrier, the repair facility can schedule the replacement with the customer. The repair will take approximately 5 hours to complete. There is no cost to the vehicle owner for the recall remedy.

Meritor are providing, free of charge, the necessary components to rectify the issue and will pay labor costs for inspecting and replacing the included components that have not already been replaced during normal maintenance.



WHAT SHOULD YOU DO?

Owners should contact your local Dealer or repair facility to open a case with Meritor's OnTrac Technical Center number @1-866-668-7221. If you need further assistance with this notification and cannot locate a dealer, call E-ONE at 1-800-867-6478 to help direct you to your nearest dealer or service provider for repair.

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 – 2021 CYCLONE 2, CYCLONE N, TYPHOON, 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 – 2021 CYCLONE 2, CYCLONE N, TYPHOON, 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 – 2021 CYCLONE 2, CYCLONE N, TYPHOON, 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-904

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