



July 15, 2022

IMPORTANT SAFETY RECALL: 22V-372

V-MUX Hercules HC Node 1.5

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 March 29, 2022 to May 10, 2022, equipped with V-MUX Hercules HC Node 1.5:

E-ONE – 2022 Commercial, Cyclone 2, Cyclone N, Typhoon N

WHY IS A RECALL BEING CONDUCTED?

Weldon, a division of Akron Brass Company, produces Node, an electrical multiplex module, under both a private label to a single customer as well as to multiple OEMs for installation in emergency vehicles. In the affected products, the Node contains a termination resistor installed on the node circuit board instead of the termination resistor being installed only within the electrical harness. If the vehicle network design has not accounted for this additional resistor, it may reduce the bus resistance below the defined tolerance levels and may lead to a loss of data on the CAN network. Installations with multiple Nodes are more likely to experience the condition.

If the bus resistance is reduced, the CAN network connection could fail which may interrupt the transfer of data on this connection. If the CAN network connection is interrupted or fails and depending on how the vehicle's electrical systems are designed, it may impact the operation of various electrical loads controlled by the Node, including vehicle lighting, which may increase the risk of a crash. No warning will precede the failure.

Due to a bill of material error, a resistor was installed in error on the printed circuit board. The affected item is the V-MUX Hercules HC Node 1.5.

WHAT ARE WE DOING ABOUT THE PROBLEM?

Vehicles subject to this recall are to be inspected and repaired by an E-ONE certified Dealer. E-ONE will compensate the Dealer for installing the new Nodes which are provided free of charge if it has not already been replaced during normal maintenance. The estimated time for the repair varies by the truck model, the number of Nodes in the truck and the location of the Node. The average repair time per Node will be from 1 hour to 6 hours per Node depending on the aforementioned variables.



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 – 2022 Commercial, Cyclone 2, Cyclone N, 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 – 2022 Commercial, Cyclone 2, Cyclone N, 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 – 2022 Commercial, Cyclone 2, Cyclone N, 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

22V-372

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