



November 29, 2022

## **IMPORTANT SAFETY RECALL: 22V-852**

### **Exhaust Heat May Cause Fire**

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 July 2019 through December 2021, equipped with Vertical Exhaust Systems, Exhaust Heat May Cause Fire:

#### **E-ONE – 2019-2021 Cyclone 2, Typhoon N**

#### **WHY IS A RECALL BEING CONDUCTED?**

The design of the body on the subject trucks could allow the exhaust heat to be contained during periods of heavy use. Thermally sensitive components may become deformed, melt or catch fire. Melted wire loom and/or discolorations/distortions on plastic tanks may precede the failure. Excessive heat is contained in or around the exhaust stack because it is enclosed in the body with no ventilation.

The affected item is the Vertical Exhaust System, Exhaust Heat May Cause Fire.

#### **WHAT ARE WE DOING ABOUT THE PROBLEM?**

Owners will be notified by mail about the recall and will be instructed that an opening will be added to the body top to let the heat out and a protective grate will be added over the opening. The repair will take approximately two (2) hours.

E-ONE will provide the necessary components free of charge. E-ONE will compensate the Dealer or Owner for installing the new components. There is no charge to the Dealer or the Owner for this Recall.

Vehicles subject to this recall are to be inspected and repaired by an E-ONE certified dealer or technician.



### **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 37<sup>th</sup> 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 – 2019-2021 Cyclone 2, 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 37<sup>th</sup> 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 – 2019-2021 Cyclone 2, 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 – 2019-2021 Cyclone 2, 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-852**

**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