



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle VIN: X

UNIT: 1xxxxx

### NHTSA Recall No. 23V-459

August 7, 2023

This notice is sent to you in accordance with 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:

**2022 E-ONE Cyclone 2, 2022 E-ONE Cyclone N, 2022 E-ONE Typhoon N**

#### WHY DOES MY VEHICLE NEED REPAIRS?

A faulty welding process created a leak in the transmission cooler that will cause contamination of the transmission fluid with engine coolant. Contaminated transmission fluid will shorten the life of the vehicle transmission and there is a risk of lack of motive power for the vehicle. A warning which may precede the issue is that the transmission fluid will be discolored.

The Transmission Cooler may leak coolant into the transmission fluid due to an improper weld, increasing the risk of a lack of motive power without prior warning. The affected item is the Transmission Cooler.

#### WHAT WILL YOUR DEALER DO?

Your dealer will replace the Transmission Cooler, free of charge. The repair should take approximately 3 hours to complete. However, due to scheduling, your dealer may require your vehicle for longer. Your dealer should be able to provide a more accurate repair estimate.

E-ONE will provide a new transmission cooler and fluids free of charge. E-ONE will compensate the Dealer or Owner for installing the new transmission cooler and fluids provided free of charge. There is no charge to the Dealer or the Owner for this Recall.

If you have already paid to have your E-ONE vehicle 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's VIN available.

If after having attempted to take advantage of this recall you believe you have not been able to have your E-ONE vehicle 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>.

### **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.

Please contact your local authorized dealer and schedule an appointment for your free repair as soon as possible. To find your nearest dealer, visit <https://www.e-one.com>.

**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 2022 E-ONE Cyclone 2, 2022 E-ONE Cyclone N, 2022 E-ONE 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 about this Recall, please contact E-ONE Customer Service at 1-352-237-1122. Please have your Truck VIN available.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey AVE SE  
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

### **WHAT IF YOU ARE A LESSOR?**

Federal law requires that you forward a copy of this Safety Recall Notice to the lessee within 10 days.



### **WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?**

You may be eligible to receive a reimbursement for the cost of repairs made prior to receiving this notice. If you have already paid to have your 2022 E-ONE Cyclone 2, 2022 E-ONE Cyclone N, 2022 E-ONE 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 2022 E-ONE Cyclone 2, 2022 E-ONE Cyclone N, 2022 E-ONE 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>.

### **WHAT IF YOU NO LONGER OWN THE VEHICLE?**

If you no longer own the vehicle, complete the attached Owner Response Postcard and mail it to the following address or contact Customer Service at 1-352-237-1122:

E-ONE, Inc  
1601 SE 37<sup>th</sup> Avenue  
Ocala, FL 34474

We apologize for any inconvenience this Safety Recall may cause, your safety is our first concern.

Sincerely,

E-ONE, Inc.



**E-ONE NOTIFICATION PROGRAM**

**23V-459**

**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