



DELIVERING STRENGTH THROUGH EXCELLENCE.

November 19, 2024

SAFETY RECALL NOTICE: 24V-760

TO: All E-ONE Dealers

E-ONE has decided that a safety defect exists in certain E-ONE Cyclone 2, Cyclone N, Quest 2 and Typhoon N vehicles manufactured from December 2020 through September 2024 equipped with X12 Crossmember. Accordingly, a Recall to address this issue is being initiated effective 11 October 2024.

The X12 Crossmember may break near the mounting points. If the Crossmember breaks, the engine cooling fan could contact the engine cooling fan shroud breaking the fan blades off, making the vehicle inoperable and increasing the risk of a crash. There will likely be no warning that will precede the failure.

Owner and Dealer Notices will be sent by E-ONE for the affected units. Owners will contact the Dealers. Dealers will be required to inspect the Crossmember and look for any signs of cracks in the Crossmember at the bend where the Crossmember bolts to the frame mount. Dealers will contact E-ONE Customer Service, for the affected vehicles, to obtain a rework kit and install it as directed. If cracks were observed in the Crossmember, it will need to be replaced. Inform E-ONE Customer Service to obtain a new Crossmember. The estimated repair time to install the Rework Kit is five (5) hours or six (6) hours to install both the Crossmember, if necessary, and the Rework Kit.

E-ONE will provide the necessary components free of charge. E-ONE will compensate the Dealer or Owner for installing the new components 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.

Please be reminded that it is a violation of Federal law for you to sell, lease or deliver a new or used Cyclone 2, Cyclone N, Quest 2 and Typhoon N equipped with X12 Crossmember covered by this notification until this recall has been performed on these Cyclone 2, Cyclone N, Quest 2 and Typhoon N. Substantial civil penalties apply to violations of this law.



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Your assistance with this recall is appreciated. Should you have any questions or concerns, please contact E-ONE Customer Service at (352) 237-1122.

Sincerely,

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