



DELIVERING STRENGTH THROUGH EXCELLENCE.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle VIN: **X**

UNIT: **1xxxxx**

NHTSA Recall No. **24V-760**

November 19, 2024

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:

2020 E-ONE CYCLONE 2 & TYPHOON N, 2021 E-ONE CYCLONE 2, CYCLONE N, QUEST 2 & TYPHOON N, 2022 E-ONE CYCLONE 2, CYCLONE N & TYPHOON N, 2023 E-ONE CYCLONE 2, CYCLONE N & TYPHOON N, 2024 E-ONE CYCLONE 2, CYCLONE N & TYPHOON N

WHY DOES MY VEHICLE NEED REPAIRS?

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.

WHAT WILL YOUR DEALER DO?

Owner and Dealer Notices will be sent by E-ONE for the affected units. Owners will contact the Dealers.

Dealers will be required to contact E-ONE Customer Service, for the affected vehicles, to obtain a rework kit and new Crossmember, if necessary, and install as directed. The remedy is to inspect the existing Crossmember and replace it, if necessary, and install 2 brackets. The estimated repair time to install the rework kit alone is five (5) hours. The estimated repair time to install both the Crossmember and the rework kit is six (6) hours.

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.



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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 2020 E-ONE CYCLONE 2 & TYPHOON N, 2021 E-ONE CYCLONE 2, CYCLONE N, QUEST 2 & TYPHOON N, 2022 E-ONE CYCLONE 2, CYCLONE N & TYPHOON N, 2023 E-ONE CYCLONE 2, CYCLONE N & TYPHOON N, 2024 E-ONE CYCLONE 2, CYCLONE N & TYPHOON N?

If you are 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 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.



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WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?

If you have already paid to have your 2020 E-ONE CYCLONE 2 & TYPHOON N, 2021 E-ONE CYCLONE 2, CYCLONE N, QUEST 2 & TYPHOON N, 2022 E-ONE CYCLONE 2, CYCLONE N & TYPHOON N, 2023 E-ONE CYCLONE 2, CYCLONE N & TYPHOON N, 2024 E-ONE 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.

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

Sincerely,
E-ONE, Inc.



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E-ONE NOTIFICATION PROGRAM

24V-760

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





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Insert Customer Name

Insert Customer Address

Insert City, ST Zip