



**This notice applies to your vehicle**

**VIN:**

**UNIT:**

## **IMPORTANT SAFETY RECALL: 17V-739 --**

NHTSA Recall **LETTER**

Dear E-ONE Chassis Owner:

Jan 8, 2018

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

### **Why is a recall being conducted?**

E-ONE has decided that a defect which relates to motor vehicle safety exists in certain models of the following emergency vehicles manufactured Aug. 01, 2013, to Nov 11, 2017, equipped with Hale brand manual pressure relief valves on the main pump or auxiliary waterway inlet:

**E-ONE Typhoon, E-ONE Cyclone 2, and E-ONE Quest 2, International 4400, International 7400, Freightliner M2 106, Freightliner M2 112, Kenworth T370, Kenworth T800**

The retaining ring in the Relief Valve Assembly (Hale part 077-0750-21-0), is supposed to be made from high grade stainless steel, but some of these parts may have been made from an inferior plated steel. Trucks with TPM will have 2 relief valve assemblies, and trucks without TPM will have 1 relief valve assembly.

Since this retaining ring is exposed to water, it may deteriorate over time. If the retaining ring fails, the relief valve may fail and prevent the fire pump from building adequate pressure, which may potentially increase the risk of injury during firefighting operations. Part failure may be preceded by leakage at the relief valve assembly.

### **What are we doing about the problem?**

Vehicles subject to this recall are to be inspected and repaired by an E-ONE certified dealer or technician. E-ONE will compensate the dealer or owner for inspecting and replacing the relief valve retaining ring, free of charge if it has not already been replaced during normal maintenance. Repair of each relief valve assembly should take approximately 3 hours.

If you believe you have a valid warranty claim that extends beyond the relief valve retaining ring, please contact E-ONE Customer Service at 1-352-861-3612 or write E-ONE, 1601 SW 37<sup>th</sup> Ave, Ocala, FL, 34474.



### **What should you do?**

If you receive this notification, please contact your E-ONE Dealer or E-ONE at 1-800-627-5050 to schedule an appointment to have the inspection and replacement of the relief valve retaining ring performed. This Recall is expected to start on or before Jan 13, 2018.

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 1-352-861-3612. Please have your Truck VIN available.

### **What if you no longer own this vehicle?**

If you are not the current owner of the vehicle, please indicate this on the Owner Response Postcard and return the card to us.

**Federal law requires that any lessor who receives a notification of a safety related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.** If you are no longer the owner of this vehicle, please provide us with any contact information so we may contact the new owner.

If you have already paid to have your vehicle repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement of components. If after having attempted to take advantage of this recall you believe you have not been able to have your 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>.

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**

**17V-739**

**Owner Response Postcard**

**VIN:**

**UNIT:**

- 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**

**IMPORTANT SAFETY RECALL INFORMATION**



**U.S. Department of  
Transportation**

Issued in Accordance  
With Federal Law



**NHTSA**  
www.nhtsa.gov

**VIN:**

**Unit:**

**Insert Customer Name**

**Insert Customer Address**

**Insert City, ST Zip**