



This notice applies to your
vehicle VIN:

UNIT:

IMPORTANT SAFETY RECALL: 18V-019--

NHTSA Recall **LETTER**

Dear E-ONE Chassis Owner:

Mar 02, 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 Jan. 2013 – Aug. 15, 2017, equipped with Cummins ISL, L9, ISX15, or X15 engines:

E-ONE Typhoon, E-ONE Cyclone 2, and E-ONE Quest 2

The affected vehicles are equipped with a starter lock-out relay which accumulates damage over time caused by high voltage transients emanating from the starter solenoid during startup. High stop/start duty cycles could cause failure of the relay over time.

A failed starter lock-out relay will cause a no-start condition of the engine. Failure of the starter lock-out relay does not pose a risk of unexpected engine shut-down during normal engine operations, neither does it pose a risk to normal safe on-road or on-scene operation of the vehicle while the engine is running.

What are we doing about the problem?

E-ONE recommends installation of a diode in the starter solenoid circuit to improve the longevity of the lock-out relay. Additionally, E-ONE recommends replacement of the existing starter lock-out relay with a new one. 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 installing a relay/diode kit (E-ONE part # 1081125), provided free of charge if it has not already been replaced during normal maintenance. Installation of each relay/diode kit should take approximately 1 hour.

If you believe you have a valid warranty claim that extends beyond the relay/diode kit installation, please contact E-ONE Customer Service at 1-352-861-3612 or write E-ONE, 1601 SW 37th 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 installation of the relay/diode kit (E-ONE part # 1081125) performed. This Recall is expected to start on or before March 2, 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 37th 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

18V-019

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



Issued in Accordance
With Federal Law



VIN:

Unit:

Insert Customer Name

Insert Customer Address

Insert City, ST Zip