



This notice applies to your vehicle

VIN:

UNIT:

IMPORTANT SAFETY RECALL: 18V-057--

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. 19, 2001 – March 11, 2002, equipped with flat end cap pump manifolds with E-ONE part number 599699 or 621653:

E-ONE X-036, and E-ONE X-113

On affected vehicles with severe pump duty cycles, the flat end caps of the fire pump manifold may experience fatigue failure over time. A failed pump manifold can result in sudden discharge of water, and subsequent total or partial loss of discharge pressure. Sudden discharge of water poses a risk of injury to firefighting personnel in close proximity, and partial or total loss of discharge pressure could place firefighting personnel or the public at risk.

Metal fatigue at the cap ends would normally occur from the inside out. Hence, while some leakage may precede failure, the typical failure would most likely occur without warning.

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 provide a replacement domed end cap kit, (2 ea. E-ONE part 1075783) for replacement of the existing flat end caps on both ends of the manifold. Repair of each manifold will require approximately 80 hours of labor, including approximately 1 hour of weld time in accordance with attached repair instructions, depending on orientation of the manifold. E-ONE will not provide labor compensation for the replacement of the end cap kit.

If you believe you have a valid warranty claim that extends beyond the pump manifold end cap replacement, 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 inspection of the manifold performed. If the manifold caps on your vehicle are flat, E-ONE will provide a replacement domed end cap kit, (2 ea. E-ONE part 1075783) for replacement of the existing flat end caps on either end of the manifold. 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-057

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