



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 3, 2019

Mr. Dirk Steyn
VP of Engineering
E-One Incorporated
1601 SW 37th Ave.
Ocala, FL 34474

NEF-150MR
19V-598

Subject: Loss of Hydraulic Steering Assist

Dear Mr. Steyn:

This letter serves to acknowledge E-One Incorporated's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

E-ONE/CYCLONE II/2014-2019
E-ONE/QUEST/2015-2017
E-ONE/TYPHOON/2013-2014, 2016-2019

Mfr's Report Date: August 14, 2019

NHTSA Campaign Number: 19V-598

Components:

SUSPENSION:FRONT

Potential Number of Units Affected: 57

Problem Description:

E-One Incorporated (E-One) is recalling certain 2014-2019 Cyclone II, 2013-2014 and 2016-2019 Typhoon, 2015-2017 Quest fire trucks. The front shocks may separate from their upper mount on the front suspension. The loose shock may contact and damage the steering gear housing, possibly causing a steering fluid leak and a loss of power steering assist.

Consequence:

A loss of hydraulic steering assist can increase the risk of a crash.

Remedy:

E-One has notified owners, and dealers will install a new shock mount bolt and nut, hardened washer, and shims to keep the shocks secured, free of charge. The recall began August 28, 2019. Owners may contact E-One customer service at 1-352-861-3612.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement