



August 27, 2019

IMPORTANT SAFETY RECALL: 19V-598

Fire Truck Independent Front Suspensions manufactured by Reyco Granning

This notice applies to your vehicle VIN: X

UNIT: X

This notice is sent to you in accordance with the requirements of 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 manufactured between March 2014 – June 2019, equipped with Fire Truck Independent Front Suspensions manufactured by Reyco Granning:

E-ONE Model: Cyclone 2, Quest 2, Typhoon

WHY IS A RECALL BEING CONDUCTED?

E-ONE has decided that a defect which relates to motor vehicle safety exists in certain model year 2014-2019 E-ONE vehicles manufactured from March 2014 through June 2019 equipped with Fire Truck Independent Front Suspensions manufactured by Reyco Granning, LLC.

Reyco Granning informed E-ONE that there may be a loose upper shock mount system on Independent Front Suspensions they manufactured. 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.

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

The affected item is the Fire Truck Independent Front Suspensions manufactured by Reyco Granning.

WHAT ARE WE DOING ABOUT THE PROBLEM?

Reyco Granning will work with E-ONE and E-ONE Dealers to implement the inspection and repair remedy as outlined in Reyco Granning's Service Bulletin at no cost to the vehicle owner. The estimated time to complete the replacement is one hour.



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 E-ONE Model: Cyclone 2, Quest 2, Typhoon?

If you 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, please contact E-ONE Customer Service at 1-352-237-1122. Please have your Truck VIN available.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations

If you have already paid to have your E-ONE Model: Cyclone 2, Quest 2, Typhoon 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.

If after having attempted to take advantage of this recall you believe you have not been able to have your E-ONE Model: Cyclone 2, Quest 2, Typhoon 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

19V-598

Owner Response Postcard

VIN: X

UNIT: X

- 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





Insert Customer Name

Insert Customer Address

Insert City, ST Zip