



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

1200 New Jersey Avenue SE  
Washington, DC 20590

September 25, 2019

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

NEF-150MR  
19V-649

**Subject:** Foam Pump System May Overheat and Fail

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/TYPHOON/2018

**Mfr's Report Date:** September 10, 2019

**NHTSA Campaign Number:** 19V-649

**Components:**

EQUIPMENT

**Potential Number of Units Affected:** 1

**Problem Description:**

E-One Incorporated (E-One) is recalling one 2018 Typhoon emergency vehicle equipped with a Hale SmartFoam 6.5 foam pump system with a 12 volt power supply. The foam pump system can overheat and fail, causing fire fighting foam chemical to be unavailable to fight a fire.

**Consequence:**

If the fire fighting foam chemical injection is unavailable, it can impact the fire fighting and/or vapor mitigation efforts, which increases the risk of injury to bystanders and emergency personnel.

**Remedy:**

E-One will notify owners, and a Hale dealer will replace the SmartFoam 6.5 12 volt system with SmartFoam 6.5 24 volt system and a voltage converter, free of charge. The recall is expected to begin October 14, 2019. Owners may contact E-One customer service at 1-352-861-3612 or Hale at 1-800-533-3569.

**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](http://www.safercar.gov).

Please be reminded of the following requirements:

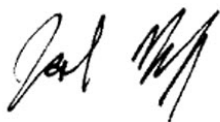
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent.

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](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



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