



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 7, 2019

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

NEF-150MR
19V-730

Subject: Starter Lock-Out Relay Failure Causing No-Start

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/CHSH/2017
E-ONE/CYCLONE II/2013-2019
E-ONE/CYCLONE III/2013-2014
E-ONE/QUEST II/2014-2019
E-ONE/TYPHOON/2013-2019

Mfr's Report Date: October 14, 2019

NHTSA Campaign Number: 19V-730

Components:

ELECTRICAL SYSTEM:STARTER ASSEMBLY

Potential Number of Units Affected: 1,603

Problem Description:

E-One Incorporated (E-One) is recalling certain 2013-2019 Typhoon and Cyclone 2, 2013-2014 Cyclone 3, 2014-2019 Quest 2 and 2017 CHSH emergency vehicles equipped with a Cummins ISL, L9, ISX12, X12, ISX15, or X15 engine. The engines do not have a diode in the starter solenoid circuit to improve the longevity of the lock-out relay, resulting in accumulated damage over time.

Consequence:

The damaged starter lock-out relay may prevent the vehicle from starting, hindering personnel from responding to emergencies, increasing the risk of an injury.

Remedy:

E-One will notify owners, and dealers will install a diode in the starter solenoid circuit and install a new starter lock-out relay, free of charge. The recall is expected to begin December 2, 2019. Owners may contact E-One customer service at 1-352-861-3612. Note: Vehicles previously repaired under recall 18V-019 also need this recall remedy.

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.

In the future, please supply the model years of each specific model to better define the affected recall scope.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components that need to be replaced to remedy this recall condition. This information should be provided in an amended 573 in the "Describe what distinguishes the remedy component from the recalled component" section.

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 (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