



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 15, 2020

Mr. Leroy Stephens
E-One Incorporated
2929 SW 57th Ave.
Ocala, FL 34474

NEF-150MR
20V-752

Subject: LCD Display Unit May Malfunction

Dear Mr. Stephens:

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/COMMERCIAL/2020-2021
E-ONE/CYCLONE II/2019-2020
E-ONE/CYCLONE N/2020
E-ONE/QUEST II/2020
E-ONE/TYPHOON/2020
E-ONE/TYPHOON N/2020

Mfr's Report Date: December 4, 2020

NHTSA Campaign Number: 20V-752

Components:

ELECTRICAL SYSTEM: INSTRUMENT PANEL

Potential Number of Units Affected: 195

Problem Description:

E-One Incorporated (E-One) is recalling certain 2020-2021 Commercial, 2019-2020 Cyclone 2 and 2020 Cyclone N, Quest 2, Typhoon and Typhoon N vehicles, equipped with Weldon V-Mux Vista IV Standard LCD displays used for controlling emergency vehicle lighting and HVAC functions. These displays may experience low voltage spikes, causing the LCD display to lock up or become nonfunctional.

Consequence:

A locked up or non-functional LCD display can delay emergency efforts, increasing the risk of injury.

Remedy:

E-One will notify owners, and dealers will replace the display or apply a retrofit remedy, free of charge. The recall is expected to begin January 8, 2021. Owners may contact E-One customer service at 1-352-237-1122.

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.

We have received E-One's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

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).

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