



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

1200 New Jersey Avenue SE  
Washington, DC 20590

August 18, 2022

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

NEF-107MR  
22V-538

**Subject:** Electrical Load Center May Overheat

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  
E-ONE/CYCLONE II/2019-2021  
E-ONE/CYCLONE N/2021  
E-ONE/QUEST II/2020  
E-ONE/TYPHOON/2020-2021  
E-ONE/TYPHOON N/2020-2022

**Mfr's Report Date:** July 26, 2022

**NHTSA Campaign Number:** 22V-538

**Components:**

ELECTRICAL SYSTEM

**Potential Number of Units Affected:** 78

**Problem Description:**

E-One Incorporated (E-One) is recalling certain 2019-2021 Cyclone 2, 2020 Commercial, Quest 2, 2020-2021 Typhoon, 2021 Cyclone N, and 2020-2022 Typhoon N fire trucks. The neutral screw connection within the QO Plug-On Neutral Load Center may be loose. If that connection is loose, the affected load center can overheat.

**Consequence:**

An overheated load center can increase the risk of a fire.

**Remedy:**

Dealers will inspect and repair, or replace the load center, free of charge. Owner notification letters are expected to be mailed on August 22, 2022. Owners may contact E-One's 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.nhtsa.gov](http://www.nhtsa.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 (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 eight 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.

E-One Incorporated's contact for this recall will be Michelle Rice who may be reached by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement