



October 24, 2022

IMPORTANT SAFETY RECALL: 22V-538

Square D QO Plug-On Neutral Load Centers

This notice applies to your vehicle VIN: X

UNIT: 1xxxxx

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 February 2020 – January 2022, equipped with Square D QO Plug-On Neutral Load Centers:

E-ONE – 2020 Commercial, 2019-2021 Cyclone 2, 2021 Cyclone N, 2020 Quest 2, 2020-2021 Typhoon, 2020-2022 Typhoon N

WHY IS A RECALL BEING CONDUCTED?

As part of Schneider Electric's ongoing quality monitoring process, a potential issue was detected that may affect specific QO Plug-On Neutral Load Centers manufactured between February 1, 2020 and January 12, 2022 at Schneider Electric Plant 15. The issue detected is a loose neutral screw connection within the QO Plug-On Neutral Load Center. If that connection is loose, the affected load center can overheat, increasing the risk of a fire.

Refer to Schneider Electric's recall number 22-159 at cpsc.gov.

The load center can overheat, increasing the risk of a fire. There is a potential risk for property damage and personal injury. There may be no warning that precedes this. The cause is a loose neutral screw connection within the QO Plug-On Neutral Load Center.

The affected item is the Square D QO Plug-On Neutral Load Centers.

WHAT ARE WE DOING ABOUT THE PROBLEM?

Schneider Electric will notify affected customers and ask them to inspect product to determine if it's affected by the recall. All purchasers and installers should immediately contact Schneider Electric to arrange to have the affected recalled load centers inspected by trained electricians to determine if replacement or repair is required. Affected OEMs will notify vehicle purchasers. The inspection and any resulting replacement or repair are free of charge by Schneider Electric. This will be covered under the normal warranty process.



Vehicles subject to this recall are to be inspected and repaired by an E-ONE certified dealer or technician. E-ONE will compensate the dealer for the repairs. The repair will take approximately 1 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 – 2020 Commercial, 2019-2021 Cyclone 2, 2021 Cyclone N, 2020 Quest 2, 2020-2021 Typhoon, 2020-2022 Typhoon N?

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 – 2020 Commercial, 2019-2021 Cyclone 2, 2021 Cyclone N, 2020 Quest 2, 2020-2021 Typhoon, 2020-2022 Typhoon N 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 – 2020 Commercial, 2019-2021 Cyclone 2, 2021 Cyclone N, 2020 Quest 2, 2020-2021 Typhoon, 2020-2022 Typhoon N 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

22V-538

Owner Response Postcard

VIN: X

UNIT: 1xxxxx

- 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