



November, 2000

Dear E-One, Inc. Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Emergency One Inc. has determined that a defect which relates to motor vehicle safety exists in certain 1999 H306 Hush Chassis manufactured between October, 1999 and December, 1999.

In October, 2000 ArvinMeritor notified Emergency One, Inc. that a defect exists in certain TRW tie rod ends (designated Model 20-EDL) that are mounted on the front axle. The TRW 20-EDL model ball-socket assemblies may separate due to premature wear in some applications. If the TRW 20 EDL model ball-socket assembly was to separate, there could be a loss of vehicle steering control.

Your vehicle identified on the enclosed form is affected. For this reason we ask that you arrange for service to correct the condition without delay.

To correct this condition, your dealer will inspect the TRW tie rods to assure that the TRW tie rod ends fall within the affected date code. See the attached TRW Service Bulletin #LNK-112 for the affected date codes. If the TRW tie rod ends are affected, your dealer will replace these at no charge to you.

The work will take about 1.5 hours to complete. However, additional time may be required depending on how dealer appointments are scheduled and processed. To obtain this free service:

Contact:

Take the enclosed Owner Notification Form with you at the time of your appointment and give it to your dealer.

If you have any problem obtaining the needed repair, please contact Emergency One, Inc. at (352) 861-3600. An Emergency One, Inc. representative will arrange for prompt attention to your vehicle.

After contacting your dealer and Emergency One, Inc., if you are still not able to have the safety remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

We regret any inconvenience this recall may cause, but hope you will share in our concern for your safety.

Sincerely,

Mike Heston
Director of Customer Services

Cc: NHTSA

Enclosure: TRW Service Bulletin #LNK-112