



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

1200 New Jersey Avenue SE  
Washington, DC 20590

October 1, 2015

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

NVS-215MR  
15V-598

**Subject:** Ball Joints may Detach from Front Suspension

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/CYCLONE II/2013-2014  
E-ONE/QUEST/2013-2014  
E-ONE/TYPHOON/2013-2014

**Mfr's Report Date:** September 23, 2015

**NHTSA Campaign Number:** 15V-598

**Components:**

SUSPENSION:FRONT

**Potential Number of Units Affected:** 9

**Problem Description:**

E-One Incorporated (E-One) is recalling certain model year 2013-2014 Typhoon, Cyclone II, and Quest emergency vehicles manufactured August 2, 2013, to December 16, 2014. The affected vehicles have front independent suspension assemblies that may have loose ball joints which could separate causing a loss of steering control.

**Consequence:**

A loss of steering control increases the risk of a crash.

**Remedy:**

E-One will notify owners, and dealers will inspect and repair the suspension assemblies, as necessary, free of charge. The recall is expected to begin October 20, 2015. Owners may contact E-One customer service at 1-800-627-5050.

**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](http://www.safercar.gov).

We have received E-One's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

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](mailto:michelle.rice@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is cursive and somewhat stylized.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement