



**** CONFIDENTIAL ****
Technical Service Bulletin 2017-0962

DATE: July 5, 2017
TO: E-ONE Dealers and Customers
FROM: Kevin Kearns, Customer Support Manager
SUBJECT: Reyco Upper Shock Mounting Hardware

E-ONE vehicles with Reyco Granning IFS suspensions may include spacers made of incorrect material. This may cause shock mounting to become loose and rattle at the upper connection to the cradle.

E-ONE recommends inspecting and replacing the washer according the instructions attached below.

This is considered a product improvement, and has been corrected on newly built E-ONE apparatus.

If you have questions concerning this bulletin, please contact the E-ONE Customer Support Department at (352) 861-3612.

What should you do?

If you receive this notification, please perform the work listed below during your next regularly scheduled maintenance. If the upper end of the shock can be rattled by hand per instructions below, replacement of hardware is required. Please contact E-ONE Customer Support to order the hardware kit. Repair the shock mounting hardware according to the instructions below and fill out the attached warranty claim card to be compensated for your work.

Labor Allowance: 2.0 hr. if replacement of hardware is required.

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 1) your Truck VIN, 2) pictures of each of your spacers. 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 1-352-861-3612. Please have 1) your Truck VIN, 2) pictures of your spacers available for tracking purposes.



What if you no longer own this vehicle?

If you are not the current owner of the vehicle, please indicate this on the Owner Response Postcard and return the card to us.

Sincerely,
E-One, Inc.

Kevin Kearns
Customer Support Manager



E-ONE NOTIFICATION PROGRAM

2017-0962

Owner Response Postcard

VIN:

UNIT:

- 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.
- Suspension serial number, located on tag at front of suspension**
- In service date**
- Inspection/repair date**
- Vehicle mileage**

Owner's (or Former Owner's) Signature

VIN:

Unit:

Insert Customer Name
Insert Customer Address
Insert City, ST Zip



Reyco Upper Shock Mounting Hardware Inspection and Repair (E-One TSB #2017-0962, Reyco-Granning TSB USM 0217)

Condition: The upper shock mounting hardware may include spacers made of incorrect material. This may cause shock mounting to become loose and rattle at the upper connection to the cradle.

Applies To: Fire Truck IFS 20k and 24k Models

Vocation: Fire Apparatus

Purpose: To provide instruction for inspection and resolution of operator complaint.

Note: This document is for trained professional technicians, who have been trained in the use of industrial standards, and have the tools to perform this service safely and correctly.

Please Read the Entire Tech Tip Before Proceeding With Any Work. Follow industry standards regarding safety equipment and procedures.



Inspection should be performed at the next regularly scheduled maintenance: If the upper end of the shock can be rattled by hand replacement of hardware is required.



Tools Needed:

1. 5/8" hex (Allen) drive socket. Example Snap-on item SA20E
2. 1/2" drive torque wrench
3. 1/2" breaker bar
4. 1 1/16" torque adaptor, 12 point, 1/2" drive Snap-on item SRDH341 shown below



Parts:

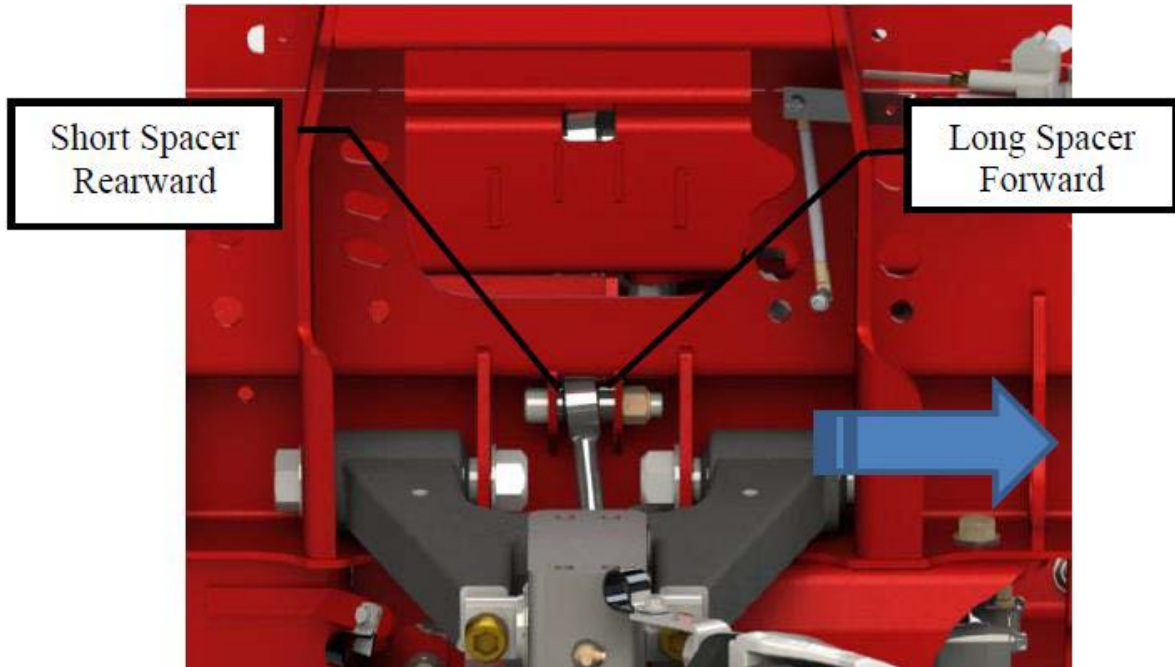
Reyco Granning Repair Kit #K714188 that includes 2 long spacers #714189-01, 2 short spacers #714190-01, 2 socket head bolts #709623-01, and 2 Nylock nuts #710356-01

Also include in above kit are shims to address any variations in the width of cradle pocket (reference step 5 below). 2 each, 0.020" #714198-01, 0.032" #714199-01, 0.062" #714200-01, and 0.125" #714201-01.

Replacement:

1. Remove and discard upper shock hardware including spacers.
2. Install new hardware including spacers from kit# K714188 as shown below.
3. Before tightening hardware inspect for gaps over 0.030". Shim gaps larger than 0.030" with appropriate shim from kit.

Assembly tip; Inset bolt through rear tab enough to hang needed shims and short spacer, place shock in position, advance bolt to engage shock, position long spacer, push bolt through front tab, and install nut.



Right side assembly shown

4. Torque the Nylock nut to 180 ft-lbs.
5. With hand force verify the shock is secured in the pocket and cannot be rattled.
6. If shock is not secured remove Nylock nut and add appropriate shim between spacer and cradle tab. Install Nylock nut and torque to 180 ft-lbs.
7. Repeat above process on opposite side.