



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

1200 New Jersey Avenue SE  
Washington, DC 20590

August 16, 2016

Mr. Ronald Lavicott  
Director of Chassis Engineering  
Ferrara Fire Apparatus, Inc.  
27855 James Chapel Rd.  
Holden, LA 70744

NEF-150KS  
16V-544

**Subject:** False Activations of the Touchscreen display

Dear Mr. Lavicott:

This letter serves to acknowledge Ferrara Fire Apparatus, Inc.'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:**

FERRARA/CINDER/2011-2016  
FERRARA/IGNITER/2011-2016  
FERRARA/INFERNO/2011-2016  
FERRARA/INTRUDER/2011-2016

**Mfr's Report Date:** July 18, 2016

**NHTSA Campaign Number:** 16V-544

**Components:**

ELECTRICAL SYSTEM

**Potential Number of Units Affected:** 24

**Problem Description:**

Ferrara Fire Apparatus, Inc. (Ferrara) is recalling certain model year 2011-2016 Inferno, Igniter, Intruder, and Cinder emergency vehicles manufactured October 3, 2011, to May 31, 2016, equipped with Class 1 Ultraview Touchscreens manufactured by Hale Products. These touchscreens may experience false switch activations that can happen without the operator's knowledge causing accessories to turn on or off, affecting vehicle performance.

**Consequence:**

The unintended turning on or off of accessories such as emergency beacons or automatic snow chains can increase the risk of a crash.

**Remedy:**

Ferrara will notify owners, and service personnel or service centers will reprogram the units, free of charge. The recall is expected to begin in August 2016. Owners may contact Ferrara customer service at 1-225-567-7100 extension 3011.

**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 Ferrara'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).

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 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 Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@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,



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