



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

1200 New Jersey Avenue SE  
Washington, DC 20590

September 22, 2016

Mr. Roger Lackore  
VP Product Development  
Smeal Fire Apparatus Co., Inc.  
610 West 4th Street  
Snyder, NE 68664

NEF-150KS  
16V-663

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

Dear Mr. Lackore:

This letter serves to acknowledge Smeal Fire Apparatus Co., 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:**

SMEAL/AERIAL/2015-2016

**Mfr's Report Date:** September 12, 2016

**NHTSA Campaign Number:** 16V-663

**Components:**

ELECTRICAL SYSTEM

**Potential Number of Units Affected:** 6

**Problem Description:**

Smeal Fire Apparatus Co., Inc. (Smeal) is recalling certain 2015-2016 Aerial fire apparatus vehicles manufactured October 1, 2015, to August 31, 2015, 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:**

Smeal will notify owners, and dealers will reprogram the unit's software, free of charge. The recall is expected to begin October 10, 2016. Owners may contact Smeal customer service at 1-877-415-8628, option 1 for Smeal, then option 4 for Direct Customer Service.

**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 Smeal'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 required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information, with their dates of receipt. Please provide this information as soon as possible.

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