

Part 573 Safety Recall Report

16V-544

Manufacturer Name : Ferrara Fire Apparatus, Inc.**Submission Date :** JUL 18, 2016**NHTSA Recall No. :** 16V-544**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Ferrara Fire Apparatus, Inc.

Address : 27855 James Chapel Road
PO Box 249 Holden LA 70744

Company phone : 800-443-9006

Population :

Number of potentially involved : 24

Estimated percentage with defect : 63 %

Vehicle Information :

Vehicle 1 : 2011-2016 FERRARA FIRE INFERNO, IGNITER, INTRUDER, CINDER, FREIGHTLINER, INTERNATIONAL

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : The Ultraview touchscreen display provided by Hale Products (Class 1) may experience false switch activations on the touchscreens.

Production Dates : OCT 03, 2011 - MAY 31, 2016

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The Ultraview touchscreen display provided by Hale Products (Class 1) may experience false switch activations on the touchscreens.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : False switch activation could turn accessories on or off without operator knowledge. This could include accessories that operate while the vehicle is moving such as the emergency beacons or automatic snow chains. Each OEM determines what features are controlled by the touchscreen so the effects of a malfunctioning touchscreen may vary among vehicle manufacturers.

Description of the Cause : Under investigation by Hale Products (Class 1).

Identification of Any Warning that can Occur : None, however, units with prior occurrence of false switch activation may have a tendency to repeat the condition.

Supplier Identification :**Component Manufacturer**

Name : HALE PRODUCTS INC
Address : 607 NW 27th AVENUE
OCALA FLORIDA 34475
Country : United States

Chronology :

It was discovered during a telephone conversation with NHTSA on 6/30/2016.
CUSTOMER RECALL NOTICE FROM HALE PRODUCTS RECEIVED ON 7/8/2016

Description of Remedy :

Description of Remedy Program : The fix for this condition is currently under investigation by Hale Products (Class 1). A method to update units in the field is being determined. Utilize the provided HALE PRODUCT INC. programming guideline document to reprogram screens to avoid unintentional touch screen activation

How Remedy Component Differs from Recalled Component : Software revision appears on screen when the unit is power on.

Identify How/When Recall Condition was Corrected in Production : The change was processed and all current production units updated by:
610-00038 SmartCAFS controller with 613-00051 Software Revision 1.01
610-00039 SmartCAFS controller with 613-00052 Software Revision 1.04
Production shipments recommenced May 26, 2016.
The remaining models were corrected by creating a programming guideline document to explain to OEM's, who programs displays, how to program in a manner where there is not a safety issue and how to avoid unintentional touch screen activation. The guides are Hale Products (Class 1) Service Bulletin SB-138E.

Recall Schedule :

Description of Recall Schedule : FERRARA FIRE WILL IDENTIFY ANY ADDITIONAL TRUCKS THAT MUST BE RECALLED. IDENTIFIED IN-HOUSE TRUCKS WILL BE REPAIRED. EACH VEHICLE WILL BE EVALUATED FOR THE REPAIR BASED ON INFORMATION FROM HALE PRODUCTS INC. CUSTOMER NOTIFICATION LETTERS TO BE GENERATED AND MAILED OUT.

Planned Dealer Notification Date : AUG 15, 2016 - AUG 31, 2016
Planned Owner Notification Date : AUG 15, 2016 - AUG 31, 2016

* NR - Not Reported