



www.smeal.com / **HEADQUARTERS:** 610 W 4th St. - P.O. Box 8 Snyder, NE 68664 / PH: (402) 568-2224 FX: (402) 568-2346
 www.ustanker.com / **PLANT:** 1827 Hobbs Dr. Delavan, WI 53115 / PH: (262) 763-6220 FX: (262) 725-7000
 www.laddertower.com / **PLANT:** 68 Cocalico Creek Rd Ephrata, PA 17522 / PH: (717) 859-5472 FX: (717) 859-3517

September 19, 2016

Fire Safety Services, Inc.
 6228 Road 95
 Huntsville, OH 43324

Dear Shawn and Steve Spath:

National Traffic and Motor Vehicle Safety Act recall # 16-E046.

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Smeal Fire Apparatus Co. has been informed by Hale Products that a safety related defect may exist with some UltraView Displays, provided by Enovation Controls.

The touchscreen feature in some UltraView Displays have experienced unintentional activations in some installations, which may potentially increase the chance of an accident or injury.

The UV450 and UV700 touch screen incorporated in the UltraView controller uses a projective capacitive (PCAP) touchscreen technology similar to the touchscreens on smart phones. Although this technology has some great features, the rest of the system cannot tell the difference between a valid command or an unintentional activation inside the display unit.

Hale Products advises the removal of the touchscreen capabilities from all safety related functions. This is a configuration modification to existing fielded units. Safety related functions should be assigned to a physical switch.

You are receiving this letter because our manufacturing records indicate the following Chassis VIN number/numbers are affected by the National Traffic and Motor Vehicle Safety Act recall # 16-E046.

<u>SO#</u>	<u>VIN #</u>	<u>Customer</u>
4432	4S7AV2E93FC079937	Loveland Symmes Fire Department 126 South Lebanon Road Loveland, OH 45140



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Please contact the Fire Department listed above to make a service appointment to reprogram the UltraView controllers. It will take approximately 2 hours of service time to perform the remedy. See instructions below.

IMPORTANT

1. Contact your customers list above to make a service appointment to have updated software installed.
2. **Contact Gary Reppert at 402-218-4631, or email: GaryR@smeal.com to receive the updated software to reprogram UltraView controllers removing touch capabilities for safety related functions, and instructions to recalibrate the AL11 and/or Omni system with the appropriate settings.**
3. Once the software is updated, complete a Smeal WARRANTY LABOR & PARTS CLAIM FORM WF-1003 and submit this form and invoice to service@smeal.com
4. Upon receipt, Smeal will credit your account as follows:

4 hours Travel time @ \$40.00/ hour	\$160.00
2 hour repair time @ \$80.00/hour	<u>\$160.00</u>
Total	\$320.00

We apologize for any inconvenience this safety recall may cause, but customer safety is our first concern.

Sincerely,

John Rasmus
 Director of Customer Service
 Smeal Fire Apparatus Co.
 Office: 402-218-1541
 Email: john@smeal.com