



June 14, 2016

San Bernardino County Fire Dept.
157 West Fifth Street 2nd Floor
San Bernardino, CA 92415

IMPORTANT SAFETY RECALL NOTICE: 16V294
IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN # 1K9AF4S8XGN058232, 1K9AF4S81GN058233, 1K9AF4M84GN058241 & 1K9AF4M86GN058242

Dear KME Chassis Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. We have received information from Hale Products that your truck may be fitted with a strainer that is the subject of a recent recall 16-E027.

Why is a recall being conducted?

Based on NHTSA recall 16-E027, issued by Hale Products,

"Hale Products has decided a safety related defect may exist with some 6" intake strainers (010-0030-00-0) that protect the pump from debris in the waterway per NFPA 1901 standards. Strainers shipped between May 2015 to March 2016 may have components that make up the strainer that were improperly soldered during the manufacturing process. This condition could lead to degradation in pump performance which could reduce firefighting effectiveness, potentially leading to personal injury."

What are we doing about the problem?

Per attached NHTSA recall 16-E027, issued by Hale Products,

"As part of your normal daily checks, Hale Products is requesting that you pull caps and any suction adapters off of the intake and check the strainer for faulty soldering. To check the strainer, simply remove it from the suction with a pair of needle nose pliers and inspect the back side. If your strainer is missing solder at the joint shown [on attachment], it is considered defective and a potential risk to safe operation. "

"...Since strainer inspection should be part of the normal checks on your apparatus, [Hale Products is] not providing warranty coverage for labor. If you believe you have a valid warranty claim that extends beyond a free strainer, please contact Hale Products Customer Service Center at 1-800-533-3569 or halecustomerservice@idexcorp.com, and [their] customer service representative will evaluate your claim."

This Safety Recall is expected to start on or before May 31st, 2016.

What should you do?

Per attached NHTSA recall 16-E027, issued by Hale Products,

"If you find that you have received a defective strainer, please contact Hale Products Customer Service Center at 1-800-533-3569 or halecustomerservice@idexcorp.com, and [their] Customer Service Representative will send a free replacement directly to the station or the address you specify. Since strainer inspection should be part of the normal checks on your apparatus, we are not providing warranty coverage for labor."

Please have 1) your Truck VIN, 2) your pump serial number available for tracking purposes and 3) be prepared to send a picture of the strainer.

If you prefer to contact KME directly, feel free to contact Chris Morrison, Manager KME Customer Service at 1-570-669-5577.

After the repairs are complete, please fill in the appropriate information on the enclosed Owner Response Postcard, sign it, and mail it to: KME, One Industrial Complex, Nesquehoning, PA 18240.

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.

Federal law requires any lessor who receives a notification of a safety related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days. If you are no longer the owner of this vehicle, please provide us with any contact information so we may contact the new owner.

If you have already paid to have your vehicle repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement of components. If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

Sincerely,

KME Inc
Attached: [Hale NHTSA Recall 16-E027]

From: _____
(Customer name)

To: Kovatch Mobile Equipment Corp.
One Industrial Complex
Nesquehoning, PA 18240

RE: **Hale Intake Strainers – NHSTA Recall No. 16V294**

Date: _____
KME GSO(s) or VIN(s) _____



- 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.

Owner's (or Former Owner's) Signature

Please return this form by facsimile transmission to (570) 669-9966 or by E-mail to ydelapaz@kovatch.com



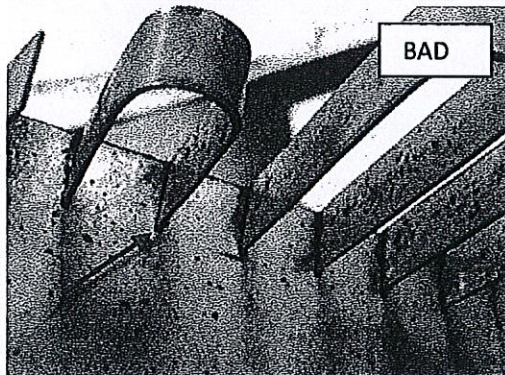
IMPORTANT SAFETY RECALL NOTICE
NHTSA RECALL 16-E027

April 20, 2016

Dear Valued Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hale Products has decided a safety related defect may exist with some 6" intake strainers (010-0030-00-0) that protect the pump from debris in the waterway per NFPA 1901 standards. Strainers shipped between May 2015 and March 2016 may have components that make up the strainer that were improperly soldered during the manufacturing process. This condition could allow the strainer to come apart during use and may allow pieces of the strainer to be drawn into the intake of the pump. This condition could lead to degradation in pump performance which could reduce firefighting effectiveness, potentially leading to personal injury.

As part of your normal daily checks Hale Products is requesting that you pull caps and any suction adapters off of the intake and check the strainer for faulty soldering. To check the strainer simply remove it from the suction with a pair of needle nose pliers and inspect the back side. If your strainer is missing solder at the joint shown below it is considered defective and a potential risk to safe operation.



If you find that you have received a defective strainer please contact Hale Products Customer Service Center at 1-800-533-3569 or halecustomerservice@idexcorp.com and our Customer Service Representative will send a free replacement directly to the station or the address you specify. Please have your pump serial number available for tracking purposes and be prepared to send a picture of the strainer. Since strainer inspection should be part of the normal checks on your apparatus we are not providing warranty coverage for labor.

If you believe you have a valid warranty claim that extends beyond a free strainer please contact Hale Products Customer Service Center at 1-800-533-3569 or halecustomerservice@idexcorp.com and our Customer Service Representative will evaluate your claim.

If you believe there is a failure to remedy this defect without charge and within a reasonable period of time, you may submit a written complaint to the Administrator, NHTSA, 1200 New Jersey Ave, SE, Washington, DC 20590, or call Vehicle Safety Hotline 1-888-327-4336 (TTY:1-800-424-9153) or go to <http://www.safercar.gov>.