



IMPORTANT SAFETY RECALL

August 25, 2016

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Re: Safety Defect Notice –
16V544 NHTSA Campaign Number
This notice applies to your vehicle (VIN# 1F9508 [REDACTED])

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Ferrara Fire Apparatus, Inc. has decided that a defect which relates to motor vehicle safety exists in certain MY 2011-2016 Ferrara 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.

What is the Issue?

The Ultraview touchscreen display may experience false switch activations on the touchscreens. This recall notice applies to Ultraview models: 2045-052-00-CL1, 2070-053-00-CL1, 2045-052-00-CL1-FMK and 2070-053-00-CL1-FMK which has been identified as being purchased from Hale by Ferrara Fire Apparatus.

What are the Risks to Motor Vehicle Safety?

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, increasing the risk of a crash. Each OEM determines what features are controlled by the touchscreen so the effects of a malfunctioning touchscreen may vary among vehicle manufacturers.

atus, Inc. doing to resolve this issue?

generated based on each customer's setup utilizing Hale
let in SB-138E to insure that the units are programmed and
se programs will be provided by Ferrara Fire and installed
centers.

r who receives a notification of a determination of a safety-
e pertaining to any leased motor vehicle shall send the
lays.

s unable to remedy this defect without charge and within a
it a written complaint to the Administrator, National Highway
200 New Jersey Avenue SE., Washington, DC 20590; or call
line at 1-888-327-4236 (TTY: 1-888-327-4236); or go to

is Safety Recall should be directed to Charlie Grimes @
cg@ferrarafire.com



Ronald G. Lavicott
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Ferrara Fire Apparatus, Inc.