



October 11, 2016

IMPORTANT SAFETY RECALL NOTICE: 16V-586

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s) VIN:

Dear KME Vehicle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

KME has decided that a defect which relates to motor vehicle safety exists in model year 2014 through 2017, emergency vehicles manufactured from August 24, 2012 to July 29, 2016, and equipped Class1 UltraView Model 450 or 700 Displays.

Why is a recall being conducted?

We have received information from Hale Products that certain KME models have a Class1 UltraView Model 450 or 700 Display that is the subject of a recent recall 16E-046. Based on NHTSA recall 16E-046, issued by Hale Products,

"Hale Products has decided a safety related defect may exist with some UltraView Displays, provided by Enovation Controls. The touchscreen feature has experienced unintentional activations in some installations. Certain touchscreen configurations could have an effect on vehicle systems or sub-systems, which may potentially increase the chance of an accident or injury."

Affected Class1 part numbers:

*2045-052-00-CL1 UV450, ULTRAVU DISP, STD, TS, 2x
2070-053-00-CL1 UV700, ULTRAVU DISP, STD, TS, 3x
2045-052-00-CL1-FMK UV450, ULTRAVIEW DISPLAY, 4.3"
2070-053-00-CL1-FMK UV700, ULTRAVIEW DISPLAY, 7"*



What are we doing about the problem?

Class 1 and KME will update the functionality of the display to eliminate the "touchscreen" activation for any function that relates to a safety related feature of the vehicle.

What should you do?

Please contact Hale Products Customer Service Center at 1-800-533-3569 or halecustomerservice@idexcorp.com, their Customer Service Representative will send a kit and/or provide a software upgrade directly to the address you specify.

Please have your Truck VIN or GSO readily available for tracking purposes.

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. To learn more about what you need to do to obtain reimbursement, contact our customer service department.

If you feel that you have not received the safety defect remedy without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 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

kmeffire.com

One Industrial Complex | Nesquehoning, PA 18240
T (800) 235-3928 | P (570) 669-9461
Member of the REV Group



From: _____
(Customer name)

To: KME Fire Apparatus
One Industrial Complex
Nesquehoning, PA 18240

RE: NHSTA Recall No. 16V586

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) 645-9705 or by E-mail to cmorrison@kmeffire.com or by phone @570-669-5577.

IMPORTANT SAFETY RECALL INFORMATION

NHTSA RECALL **16-E046****July 7, 2016**

To: Valued UV450 and UV700 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 UltraView Displays, provided by Enovation Controls. The touchscreen feature has 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 can not tell the difference between a valid command or an unintentional activation inside the display unit. You are receiving this notice because your vehicle manufacturer has determined that the configuration of the touch screen in your vehicle needs to be updated.

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.

Please contact the Original Equipment Manufacturer (OEM) of record to determine how they intend to complete the necessary configuration modifications for your particular vehicle(s) that may be impacted by this recall.

If you believe there is a failure to remedy this defect without charge you 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 the Vehicle Safety Hotline 1-888-327-4336 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Thank you for your attention to this issue and support of Hale Products.