



Cocalico Creek Rd Ephrata, PA 17522 / PH: (717) 859-5472 FX: (717) 859-3517

August 31, 2016

<<Insert Name and Address>>

IMPORTANT SAFETY RECALL - NHTSA No. 16V663

Dear Smeal Fire Apparatus Vehicle Owner

VIN: <<Insert VIN>>

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

Smeal Fire Apparatus Co. has decided that a defect which relates to motor vehicle safety exists in certain model year 2015-2016 Aerial fire apparatus vehicles manufactured October 1, 2015, to August 31, 2015, equipped with Class 1 Ultraview Touchscreens manufactured by Hale Products. This recall is the result of information provided to us by Hale Products.

! IMPORTANT !

- Your Smeal vehicle is being recalled.
- Contact your Smeal dealer or call Smeal toll free at 877-415-8628, select option 1 for Smeal, then Option 4 for Director of Customer Service to schedule your vehicle repair.
- This vehicle repair will result in no cost to you.

Why is a recall being conducted?

The touchscreen feature in some UltraView Displays have experienced unintentional activations in some installed accessories such as emergency beacons or automatic snow chains.

False activations or deactivations of accessories can happen without the operator's knowledge causing accessories to turn on or off, affecting vehicle performance. The unintended turning on or off of accessories such as emergency beacons or automatic snow chains can increase the risk of a crash.



What are we doing about the problem?

For Safety related functions on the vehicle:

- Physical buttons on the display will be used to activate any functions that are safety related.

For each vehicle Smeal will:

- Modify OEM screen configuration programs removing touch capabilities for safety related functions.
- Reprogram UltraView controllers
- Recalibrate AL11 and/or Omni system with appropriate settings.
- It will take approximately 1 hour of service time to perform the remedy.

What should you do?

Contact your Smeal Fire Apparatus Dealer to make a service appointment.

What if you no longer own this vehicle?

If you no longer own this vehicle, please contact Smeal at 877-415-8628, select option 1 for Smeal, then Option 4 for Director of Customer Service.

Who should you contact if you have further questions or concerns?

If you have further questions, please contact Smeal at 877-415-8628, select option 1 for Smeal, then Option 4 for Director of Customer Service

If you have leased this vehicle to another person, federal regulations require you to send a copy of this notice to your lessee by first-class mail within ten days of your receipt of this notice.

If Smeal fails to remedy this defect without charge and within a reasonable time, you may submit a written complaint to:

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE, 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,
Smeal Fire Apparatus

John Rasmus
Director of Customer Service