

**From:**  
**To:**  
**Cc:**  
**Subject:** 17V504 - Ladder Tip Speed Recall  
**Date:** Thursday, September 28, 2017 2:05:00 PM  
**Attachments:** [17V504 - Customer Notification Letter.pdf](#)

---

Xxxxx,

Please find the attached recall letter for the joystick control sequence programming on KME fire trucks. The GSO#'s in your territory are listed below. The customer letter will be sent out on October 3, 2017 via USPS. Please contact xxxxxxx at (xxx) xxx-xxxx to schedule the repair. When the job is complete, please complete the third page of the recall document and send that to me.

If you have any questions please let me know.

<b>GSO#</b>	<b>Customer</b>
-------------	-----------------





October 3, 2017

## **IMPORTANT SAFETY RECALL NOTICE: 17V504**

### **IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle(s):**

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 2012 through 2017 (manufactured from May 2012 through January 2017) KME vehicles equipped with straight ladders, electronic controls at the tip and ladder base, and software provided by Applied Fluid Power (AFP).

#### **Why is a recall being conducted?**

The joystick controller can function out of sequence resulting in unintended movement of the ladder. During the ramp down time when the ladder is expected to decelerate to a stop in approximately half of a second after releasing the joystick, the ladder can instead suddenly accelerate during that time in the then current position of operation which could result in injury to the operator or persons near the ladder.

#### **What are we doing about the problem?**

The software program causing the issue will be revised at the truck's location by a KME technician at KME's expense.

#### **What should you do?**

Please contact your local dealer in order to make arrangements to have your vehicle scheduled for programming or contact Chris Morrison at the information provided below.

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

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

From: \_\_\_\_\_  
(Customer name)

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

**RE: NHSTA Recall No. 17V504**

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@kmefire.com](mailto:cmorrison@kmefire.com) or by phone @570-669-5577.