



July 13, 2018

Name  
Street  
City, State Zip

## **IMPORTANT SAFETY RECALL NOTICE: 18V393**

### **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.

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

KME has decided that a defect which relates to motor vehicle safety exists in certain model year 2015-2018 KME vehicles manufactured from June 2014 through October 2017 equipped with an aerial platform and an optional modular platform tether control.

If the tether is unplugged while movement of the aerial is actively being controlled by the platform modular controls, unintended continuation of aerial movement can lead to injury to the platform occupants or those nearby.

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

At no cost to the vehicle owner, a KME certified Dealer or technician will install an updated program that stops aerial movement and displays an error message for the operator if communication is lost from the modular tether control for more than 250 milliseconds. The remedy should take approximately 2 hours to complete.

## What should you do?

If you receive this notification, please contact your KME Dealer or KME Customer Service at (570) 669-5230 to schedule an appointment to have your vehicle(s) remedied.

INCLUDED WITH THIS LETTER IS AN OWNER RESPONSE CARD THAT MUST BE FILLED OUT AND RETURNED TO KME IN ORDER TO BE REIMBURSED. Please have your Truck VIN or GSO available. After the repair has been completed, please fill in the appropriate information on the enclosed Owner Response Postcard, sign it, and return it to:

*Mail: KME, One Industrial Complex, Nesquehoning, PA 18240*

*E-mail: [bpolgreaan@kmeffire.com](mailto:bpolgreaan@kmeffire.com)*

*Fax: (570) 645-9705*

## 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 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.

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

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

**RE: NHSTA Recall No. 18V393**

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**

**IMPORTANT SAFETY RECALL INFORMATION**



Issued in Accordance  
With Federal Law



Please return this form by fax (570) 645-9705, by E-mail to [bpolgrian@kmeffire.com](mailto:bpolgrian@kmeffire.com), or by phone (570) 669-5230.