



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

November 15, 2019

Ms. Julie Hill
Custom Fire Apparatus, Inc.
509 68th Ave
Osceola, WI 54020

NEF-150MR
19V-764

Subject: Service Brake Air Reservoir Not Pressure Protected

Dear Ms. Hill:

This letter serves to acknowledge Custom Fire Apparatus, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CUSTOM FIRE/PUMPER RESCUE TANKER/2002-2019

Mfr's Report Date: October 25, 2019

NHTSA Campaign Number: 19V-764

Components:

SERVICE BRAKES, AIR:SUPPLY:RESERVOIR

Potential Number of Units Affected: 57

Problem Description:

Custom Fire Apparatus, Inc. is recalling certain 2002-2019 Pumpers, Tankers and Rescue vehicles built on a Spartan Motors chassis. The service brake air reservoir system may not be pressure protected where the control line for the automatic tire chain system is connected.

Consequence:

If the control line is cut, the service brake air system may suddenly lose air, increasing the risk of a crash.

Remedy:

Spartan will notify Custom Fire owners. Dealers will inspect the routing of the control lines, rerouting them into the auxiliary air reservoir as necessary, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Custom Fire customer service at 1-715-294-2555. Custom Fire's number for this recall is 19V674.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- In the case of a defect, a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as numbers of deaths and/or injuries), with their dates of receipt (49 CFR 573.6 (c)(6)).

- A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

Please confirm that you expect Spartan to file the required six quarterly recall completion rate reports since they will be performing the recall remedy repairs.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement