

# Part 573 Safety Recall Report

# 19E-055

**Manufacturer Name :** Hale Products Inc

**Submission Date :** AUG 20, 2019

**NHTSA Recall No. :** 19E-055

**Manufacturer Recall No. :** SB-175



## Manufacturer Information :

**Manufacturer Name :** Hale Products Inc

**Address :** 607 NW 27th Avenue

Ocala FL 34475

**Company phone :** 800-533-3569

## Population :

**Number of potentially involved :** 43

**Estimated percentage with defect :** 100 %

## Equipment Information :

**Brand / Trade 1 :** Hale

**Model :** SmartFoam 6.5-12

**Part No. :** 501-4480-62-0

**Size :** N/A

**Function :** Foam System

**Descriptive Information :** Electric drive foam pump installed on fire trucks.

The population includes all units built in this configuration with a 12 volt power supply. The population does not include 24 volt units or other models.

**Production Dates :** OCT 17, 2016 - AUG 15, 2019

## Description of Defect :

**Description of the Defect :** The foam pump system can overheat under certain operating conditions. Repeated or severe overheating can cause the system to fail. If the system fails, firefighting foam chemical is not longer available.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the system fails, the vehicle user no longer has access to firefighting foam chemical injection which may impact firefighting and/or vapor mitigation efforts, increasing the risk of physical harm to emergency personnel and bystanders..

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** None

**Supplier Identification :****Component Manufacturer**

Name : NR  
Address : NR  
NR  
Country : NR

**Chronology :**

August 2018, Hale received single report of a performance issue on a 12 volt 6.5 foam pump unit in the field. Upon review, the issue was traced to plumbing restrictions and installation issues on the truck itself. Hale repaired the plumbing on the truck.

The same unit had a repeat complaint the following month which was thought to be the chemical used and the unit was replaced. The issue was considered a singular issue at the time.

March 2019, Hale was advised the same vehicle with replaced system was no longer functional. The system was again replaced and the non-functional system was returned to Hale for evaluation.

April 2019 Hale started further evaluation to understand whether the events occurring with the affected customer was a broader issue. The additional evaluation continued through August 2019 and included attempts to simulate vehicle conditions and operation and installation scenarios. Testing results later revealed that the 12 volt system had the potential to overheat and over time could eventually fail. Testing also indicated this issue does not exist with other products, including the 24 volt system because the current draw is lower. In mid-August 2019, Hale decided to conduct a recall to address the issue posed by the 12 volt units.

**Description of Remedy :**

Description of Remedy Program : Replace SmartFOAM 6.5-12v systems with 6.5-24v systems and a voltage converter.  
SB-175 describes how the systems will be replaced free of charge using the Hale RMA process to pay for the anticipated labor after contacting OEM vehicle manufacturers (our dealers) for contact information.

How Remedy Component Differs from Recalled Component : Part number of recalled assy is 501-4480-62-0

Identify How/When Recall Condition was Corrected in Production : The 6.5-12 system (pn 501-4480-62-0) was discontinued and replaced on August 19th 2019

**Recall Schedule :**

Description of Recall Schedule : Dealer notification will be sent as soon as approved. Then using the vehicle owner information obtained from the vehicle manufacturer, the owner notifications will start.

Planned Dealer Notification Date : SEP 04, 2019 - OCT 04, 2019

Planned Owner Notification Date : SEP 11, 2019 - OCT 25, 2019

**Purchaser Information :**

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR  
Address : NR  
NR  
Country : NR  
Company Phone : NR

\* NR - Not Reported