



**Custom Fire Apparatus Inc.**

509 68<sup>th</sup> Ave  
Osceola, WI 54020  
800.443.8851

November 22, 2023

Fire Department  
Address  
Address  
Attn:

To Whom It May Concern:

This notice is sent to you in accordance with the National Traffic & Motor Vehicle Safety Act. Custom Fire Apparatus, Inc has decided that a defect, which relates to motor vehicle safety exists in certain model year 2021-2024 Gladiator and Metro Star, 2022-2024 FC-94 model Emergency Response chassis cabs.

On the affected vehicles, a defect in the Inversion Valve may cause the Park Brake engagement to be intermittently delayed, which can cause unintentional vehicle movement and increase the risk of a crash or injury. As such, these vehicles may fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 121, "Air Brake Systems".

We will be scheduling a check/repair time for your affected vehicle, VIN # . Your Dealer will inspect and replace the faulty Inversion Valve if necessary, free of charge. The repair should take approximately one hour to complete. If you no longer own this vehicle, or it has been removed from operation permanently, please inform the undersigned.

If you have any questions, please contact Custom Fire Apparatus at 715-294-5841, or visit our website at [www.customfire.com](http://www.customfire.com). If your Dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave SE  
Washington, DC 20590

You may also call the toll free Vehicle Safety Hotline, 1-888-328-4236 (TTY: 1-800-424-9153) or go to [HTTP://www.safercar.gov](http://www.safercar.gov)

We apologize for any inconvenience and thank you for your attention to this safety matter.

Sincerely,

Cassie Wegner  
Service Coordinator  
Custom Fire Apparatus  
[Cassie@customfire.com](mailto:Cassie@customfire.com)  
715-294-5841