



IMPORTANT SAFETY RECALL – 23V-819

This notice applies to the vehicle identification number below.

January 24th, 2024



Dear Valued Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Ferrara Fire Apparatus, Inc. (Ferrara) has decided that a defect which relates to motor vehicle safety exists in certain model year 2018-2020 Inferno Aerial model Emergency Response Fire Apparatus trucks.

Please note: The Vehicle Identification Number that may be affected by this recall is located at the top of this letter.

What is the defect?

On the affected vehicles, the Multiplex Input/Output Node may not protect the electrical circuits from an overload which increases the risk of heat related damage or fire. No warnings will precede this event. In the event of a short circuit or wiring failure, if the electrical circuit(s) become overloaded, there is an increased risk of heat related damage or fire.

The affected item is the Weldon Multiplex Input/Output Node.

Corrective Action:

Your Dealer will contact Weldon or Weldon will contact you directly to arrange the reprogramming of the Multiplex Input/Output Node, free of charge. The repair is estimated to take approximately 5 minutes per Node to complete. Note some vehicles may have more than one Node. However, due to scheduling, your dealer may require your vehicle for longer. Your dealer should be able to provide a more accurate repair estimate.

Weldon will notify affected customers and update the firmware in the Multiplex Input/Output Node as installed in affected vehicles and in OEM inventory that are within the identified version range. Weldon will evaluate and provide reimbursement for pre-production remedies on an individual basis. There is no charge to the Dealer or the Owner for this Recall.

Labor Time:



The repair is estimated to take approximately 5 minutes per Node to complete. Note some vehicles may have more than one Node.

What You Should Do:

If you need further assistance with this notification, contact your local dealer to have the work performed. If you cannot locate a dealer, call Ferrara Customer Service at 1-888-259-0131 select option 3 to locate your nearest dealer. Steps will be taken to ensure the recall is performed at the nearest dealer.

If this remedy was completed prior to receiving this letter, please notify and contact Ferrara Central Service at FFAWarrantySubmission@ferrarafire.com.

Leased Vehicles: The lessor must notify the lessee by first class mail within ten (10) days from receipt of their owner notification letter from the manufacturer; both for the initial notification and all subsequent notifications.

Reimbursement:

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Ferrara at 1-888-259-0131 select option 3.

Information Change:

If you have changed your address, sold or traded your vehicle, please email us at FFAWarrantySubmission@ferrarafire.com to provide updated information.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Ferrara at 1-888-259-0131 select option 3. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov> if you feel the manufacturer has failed or is unable to remedy the defect without charge.

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your chassis is of the utmost concern to us.

Sincerely,
Ferrara Fire Apparatus, Inc.



ferrarafire.com



Take Command.

FERRARA FIRE APPARATUS
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