



IMPORTANT SAFETY RECALL

NHTSA Recall – 25V-742

Smeal Internal Recall No. 25011

Dear Dealer or Service Manager:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Smeal Holding, LLC has decided that a defect which relates to motor vehicle safety exists in certain model years 2024-2025 Rear Mount Platform, Mid Mount Platform Aerial, and 2024, 2026 125' Aerial model emergency response vehicles.

On the affected vehicles, there is a possibility a hose change for the 1-inch high-pressure hydraulic hose may have a crimp not within specification which could cause the fitting and hose to separate and the hydraulic fluid to drain.

If this condition exists, it could cause the fitting and hose to separate and the hydraulic fluid to drain, deeming the hydraulic functions inoperable (including the aerial and outriggers). There is a potential of increased risk of injury if the operator needs to move away from a hazardous situation or it may impede the safety of the mission, as well as increase the risk of a flammable hydraulic fluid leaking on the ground, which increases the risk of a fire. This could occur without warning.

Dealers will inspect each of the 1-inch high-pressure hydraulic hose assembly part numbers to determine if the trucks are affected and replace the high-pressure hydraulic hose assemblies when necessary. The inspection will take up to 1 hour per truck and an additional 5 to 9 hours to replace the hose assemblies, if needed.

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate dealer for the work. There is no cost to the vehicle owner for the recall remedy.

IMPORTANT: Some vehicles may still be in dealer inventory. Federal law requires you to complete the recall remedy on such vehicles before delivery to the retail customer.

SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a Recall Letter, schedule the work at your mutual convenience.



2. To obtain necessary parts and/or verify recall status, please call Smeal at **1-800-867-6478**, and reference 25011.
3. Please provide Smeal with the current owner name, address and phone number.
4. **If you have previously performed the inspection or repairs but have not yet submitted an invoice for the work, we request that you submit the invoice within 10 calendar days and reference SPEC number 25011.**

COMPLETING THE WORK:

Complete the work per the service bulletin.

DOCUMENTING THE WORK:

1. Please itemize the identified recall number 25011 as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained. You must include the Vehicle Identification Number as a part of this repair when submitting your invoice.

HANDLING AN OWNER WITH NO CONFIRMATION LETTER:

1. If you are contacted by the current owner who has not received a recall letter, you should verify that they have an affected vehicle by calling Smeal **1-800-867-6478 opt 0** for verification.
2. Complete the work as instructed in the service bulletin.
3. Document the work and submit the claim as instructed under the Documenting the Work section above.

SMEAL ASSISTANCE:

If you have technical questions or questions regarding warranty claims, please call **1-800-867-6478**.

Thank you for your continued support, and we appreciate your partnership.

Sincerely,

Smeal Holding, LLC