



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

**1200 New Jersey Avenue SE
Washington, DC 20590**

August 19, 2026

26V533

Ahmad Tawabuddin
Halcore Group, Inc.
245 South Executive Drive
BROOKFIELD, WI 53005

Subject: Touch Screen Display May Fail

Dear Ahmad Tawabuddin:

This letter serves to acknowledge Halcore Group, 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:

HORTON/TYPE I/2025-2026
HORTON/TYPE III/2025-2026
HORTON/CRITICAL CARE TRANSPORT/2025-2026

Mfr's Report Date: August 14, 2026

NHTSA Campaign Number: 26V533

Components:

EQUIPMENT:EMERGENCY:FIRE SUPPRESSION
EQUIPMENT:ELECTRICAL:INFOTAINMENT:VIDEO (TOUCH)SCREEN/MONITOR/UNIT
EQUIPMENT:EMERGENCY:SIREN/LIGHTING/STROBES:CONTROLS

Potential Number of Units Affected: 545

Problem Description:

Halcore Group, Inc. (Halcore) is recalling certain 2025-2026 Horton Type I, Type III, and Critical Care ambulances. The touchscreen display may stop responding to touch commands or fail to power on, preventing the activation of exterior emergency lights, as well as fire fighting and other emergency equipment.

Consequence:

A loss of exterior lights can reduce the visibility of the vehicle to other drivers, increasing the risk of a crash. Inoperative equipment can delay emergency response, increasing the risk of injury.



Remedy:

Halcore will work with Akron Brass to update the firmware and repair the power line, free of charge. Owner notification letters are expected to be mailed October 5, 2026. Owners may contact Akron Brass customer service at 1-800-228-1161 or Halcore customer service at 1-800-447-0343.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

Please ensure the following requirements are met:**Reimbursement Plan Not Supplied**

Provide 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 49 CFR 573.13. Your company's plan may incorporate by reference a general reimbursement plan previously submitted to NHTSA, together with information specific to the individual recall. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (49 CFR 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the reimbursement section of an amended Part 573 Recall Report through the NHTSA Recalls Portal.

AMENDED 573 REQUIRED.

Product Identification Not Supplied

Identify the Makes and Models recalled including valid dates of production, as required by 49 CFR 573.6 (c)(2), in an amended Part 573 Recall Report through the NHTSA Recalls Portal.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), 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.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to

purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Halcore Group, Inc.'s contact for this recall will be Sarah Shiver who may be reached by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,

Alex Ansley

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement