



A Tradition of Quality. Since 1905

August 18, 2026

IMPORTANT SAFETY RECALL – Recall Number: 26V-521

Affected VIN's: [REDACTED]

Dear Valued Customer,

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

Marion Body Works, Inc., based on information provided by Hale Products, has decided a safety related defect may exist with some UV800 touch screens produced by Enovation Controls. The affected touch screen displays were shipped between March 01, 2025, and March 20, 2026 and are used on various Hale systems.

You are receiving this letter because our records show that one or more of the affected components have been installed on your vehicles.

What is the concern?

On an intermittent basis, certain zones of the touch screen may not respond, or the screen may not start up when powered on. If either of these issues occur, the functions controlled by the display may be impaired, increasing the risk of injury to operators in an emergency situation.

Corrective Action

Hale Products will arrange to remedy the units free of charge to resolve both issues described above.

First, the touch function is resolved by updating the Enovation Controls firmware. This is installed via USB and does not affect the vocational configuration already loaded on the screen.

Second, a Class1 watchdog device is wired into the power line which will make sure the screen powers up. The remedy takes less than an hour to perform.





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What should you do?

Until the remedy is installed, the operator should check that the screen has powered up and is responsive before driving. Once the screen is powered up and operating properly it continues to operate properly during that use cycle. Since this is a rare occurrence most operators may not have seen these symptoms, however that doesn't mean there is no issue.

Please contact John Costello jcostello@idexcorp.com or your local Hale Products representative to obtain an RMA. An RMA is required for tracking purposes and remedy installation will be arranged.

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C. 20590 or call the toll-free vehicle safety hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

We apologize for any inconvenience this may cause, your safety is our first concern.

Sincerely,

Rachel Heineman
Director of Quality & Operational Excellence

