



March 24, 2017

IMPORTANT SAFETY RECALL INFORMATION
NHTSA RECALL 17-E009

Valued Hale Pump Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hale Products has decided a safety related defect may exist with some Pump Interlock Module Kits. The interlock has been reported to fail to operate when exposed to extreme cold temperatures for extended periods. If the interlock system fails to operate in extreme cold temperatures, even if the operator used the manual over-ride procedure, this could create a delay in the operation of the fire pump, which may potentially increase the risk of injury. While this has not occurred on any in-service apparatus, it is possible that if a pump equipped vehicle left in extreme cold for extended periods, this issue could occur.

Hale is recalling all Interlock Module Kits manufactured between 5/1/2016 and 3/1/2017, including pressure switches and the module itself, and will be replacing them with kits that have passed a low temperature evaluation. This includes interlocks shipped installed on pumps and interlocks shipped loose to apparatus manufacturers.

The attached list shows the vehicle or vehicles affected in your fleet. Your Fire Apparatus Manufacturer has authorized Hale to perform this recall directly with the Fire Department or your dealer or service provider, so the remedy may be installed more quickly.

As the vehicle owner, please contact your service provider or Hale Products Customer Service directly. We can set up a Hale Service center or your local service provider to complete the remedy to your apparatus.



The remedy kit part numbers for each type of installation will include components verified to work at the extreme cold temperatures.

Repair Kit Part Numbers:

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|---------------|--|
| 599-00039-000 | Repair kit for use on installations with standard air shift control valve. |
| 599-00040-000 | Repair kit for electric pump mode selector switch |
| 599-00041-000 | Repair kit for 'RG' gearboxes with air shift control valve |

Time to install the remedy is estimated between 30-45 minutes, however Hale is authorizing 2.0 hour of warranty time at standard Hale warranty rates to cover unforeseen issues.

Please contact Joe Neal at Hale Customer Service: 1-800-533-3569 or halecustomerserv@idexcorp.com to implement this recall or if you have any questions or need assistance. If you have an inside service organization, they may elect to install the remedy as well.

If you believe there is a failure to remedy this defect without charge to the end user/owner of the vehicle and within a reasonable period of time, you may submit a written complaint to the Administrator, NHTSA, 1200 New Jersey Ave, SE, Washington, DC 20590, or call the Vehicle Safety Hotline 1-888-327-4336 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Thank you for your attention to this issue and support of Hale Products.