



December 27, 2017

IMPORTANT SAFETY RECALL INFORMATION
NHTSA RECALL 17-E056

Valued Hale Pump Customer,

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 Relief Valve Assemblies. A retaining ring, (part number 077-0750-21-0) is supposed to be made from high grade stainless steel. It has been reported that some of these parts may have been made from an inferior plated steel. Since this component is exposed to water, it may deteriorate over time. If the retaining ring fails, the relief valve may fail and prevent the fire pump from building adequate pressure, which may potentially increase the risk of injury during firefighting operations.

You are receiving this notice because the your Fire Apparatus Manufacturer has advised that the apparatus you have received may have a relief valve affected by this recall. Attached, please find a list of potentially affected vehicles in your fleet. The products possibly covered include the QG, P, and PG series of relief valves.

If the relief valve system has already been serviced or maintained at any time in the past, the Hale repair kits always included the proper stainless steel snap ring and no further action is needed. Fleet service records at the owner, dealer, or service center should be checked to see if the relief valves have already been serviced using a Hale repair kit. If they have been serviced or maintained, they are not part of this recall. Dealer, Service Center, or Owner Records can provide this information.



Service Bulletin SB-149 E RV RETAINING RING MATERIAL CHECK

Hale is providing, free of charge, a relief valve rebuild kit and instructions plus labor cost for servicing relief valves that have not already been serviced.

As the vehicle owner, Hale encourages you to contact Hale customer service to implement the remedy. Whether you have an internal fleet service shop or wish to use a Hale FAST Service center to perform the work contact Hale first and reference this bulletin.

The recall parts kits numbers for each type are:

546-00066-000 Repair kit for QG/P35 Relief Valve Retaining Ring.

546-00066-001 Repair kit for P25/P30 Relief Valve Retaining Ring

Bench repair time is estimated at less than 30 minutes, however Hale is authorizing up to 2.5 hours of warranty time at standard Hale warranty rates as different vehicles have different levels of service access to this component.

Please contact Hale Customer Service at Halettechnicalservice@idexcorp.com using the subject line SB149 Attention: Joe Neal to implement this recall or if you have any questions or need assistance, call Joe at 1-800-533-3569. If utilizing Hale to execute the recall, please provide a list of contact information and VIN numbers for the affected vehicles.

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.