



Service Notification

SB-129 K Gearbox

IMPORTANT SAFETY RECALL NHTSA Recall 15E-081

October 23, 2015

Dear Hale Products Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hale Products has decided that a safety related defect may exist in certain K Gearboxes manufactured from December 2014 to June 3, 2015. This condition could potentially result in the apparatus pulling out of road gear and shifting into neutral while in motion, which could increase the risk of a crash.

Hale will provide a free remedy which consists of replacing the dust cap and taking a measurement of the KPS shaft. The replacement kit will include a new dust cap, a shaft measurement gauge and instructions for completing the work. If the notches in the shaft are outside the allowable limits, the gearbox will need to be returned to Hale Products, Inc. and will be replaced. If necessary, repairs will take approximately 4-8 hours to complete depending on vehicle construction.

Detailed instructions for checking the K gearbox as installed in a chassis or on a shipping skid are included. A complete list of your purchase orders that included a K Gearbox is also included.

If you have already performed this repair, you may be eligible to receive reimbursement for the cost of performing the repair which is the subject of this recall. For more information contact: John Costello jcostello@idexcorp.com.

A copy of the notification to the end-user customers is included. Please forward to your customers that have received the K Gearboxes on your attached purchase orders. The customers affected by this notice can either replace the dust cover or contact their local Hale Factory Authorized Service Center for service and measurement of the K gearbox.

Hale Products will handle field replacements through the Hale Returned Material Authorization (RMA) process. All RMA's will result in the rebuild or replacement of the K gearbox. Gearboxes will undergo a full dyno test cycle at the Hale factory in Ocala prior to being returned for reinstallation. Since the gearboxes are completely made in the USA, the rebuild process can and will be expedited to the extent possible. To initiate this return, please contact our Customer Service department at halecustomerservice@idexcorp.com. Our Customer Service Representative will provide you with an RMA number to return the gearbox and enter a replacement sales order.

If you believe there is a failure to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 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>.

Any questions regarding this recall should be directed to John Costello at 352-387-3637.

Sincerely,

Michael A Laskaris, PE
Chief Engineer