



# Service Notification

Level Sensor 200--00093

## IMPORTANT SAFETY RECALL NOTICE NHTSA RECALL 15E-084

November 20, 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 a safety related defect may exist in some pressure sensors used to detect level in water and foam agent tanks shipped between May 1, 2015 – July 30, 2015. Under certain conditions, the sensor may give an erroneous reading.

In moving to the latest sensor technology, Hale Products, Inc. recently changed the transducers used for its Class1 tank level gauge product line. The new transducer can potentially affect the accuracy of the tank level display, increasing the risk of injury. Upon investigation, it was determined that a vent to atmosphere was not positioned in an optimal location during the manufacturing process.

**The above described condition (erroneous reading) occurs only if one of the multi-point procedures was used to calibrate the tank level display. If the single-point procedure was used to calibrate the display, no safety issue is present and no corrective action is required.**

The issue was addressed in production and the vent to atmosphere has been repositioned to the outside of the transducer housing (see figure 1) for all transducers shipped after July 30, 2015.

The condition can be easily corrected by using the following procedure:

- Remove the mating connector from the top of the transducer
- Remove the rubber seal from the connector
- Re-install the connector to the top of the transducer without the rubber seal
- Re-calibrate the tank level display using the single-point calibration procedure or any of the multi-point calibration procedures ([click & download an instruction sheet](#))
- Remove the connector, re-install the rubber seal and put the connector back in place

This procedure will take approximately 1/4 hour to complete. The above procedure can also be used for any transducers currently in your inventory that shipped during the relevant date range.

If you would prefer to return any parts for replacement, you may do so by following our normal RMA process. To initiate a return, please contact our Customer Service Department at [halecustomerservice@idexcorp.com](mailto:halecustomerservice@idexcorp.com).

You may receive a reconditioned part as shown in figure 2 whereby a small vent hole has been drilled through the connector housing and a hydrophobic seal has been placed over the vent hole to prevent moisture intrusion. For applications where a replacement transducer has been installed with a hydrophobic seal, Hale Products, Inc. will extend the transducer warranty period from two years to three years from purchase date.



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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: Chuck Hutchins, [chutchins@idexcorp.com](mailto:chutchins@idexcorp.com).

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>.

We apologize for the inconvenience and thank you in advance, for your cooperation and for being a valued Hale Products customer.

Any additional questions regarding this recall should be directed to Matt Johnson at 352-629-5020.

Sincerely,

Michael A Laskaris, PE  
Chief Engineer  
Hale Products