



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

October 18, 2018

Ms. Sarah Atchison  
President/CEO  
Midwest Fire Equipment & Repair Company  
901 Commerce Road  
PO Box 524  
Luverne, MN 56156

**1200 New Jersey Avenue SE  
Washington, DC 20590**

NEF-150MR  
18V-676

**Subject:** False Activations of Touchscreen

Dear Ms. Atchison:

This letter serves to acknowledge Midwest Fire Equipment & Repair Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MIDWEST FIRE/ALL-POLY SERIES/2014-2019

**Mfr's Report Date:** September 26, 2018

**NHTSA Campaign Number:** 18V-676

**Components:**

ELECTRICAL SYSTEM: SOFTWARE

**Potential Number of Units Affected:** 106

**Problem Description:**

Midwest Fire Equipment & Repair Company (Midwest) is recalling certain 2014-2019 Midwest Fire All-Poly Series emergency vehicles equipped with Class 1 Ultraview Touchscreens manufactured by Hale Products. These touchscreens may experience false switch activations that can happen without the operator's knowledge causing accessories to turn on or off, affecting vehicle performance.

**Consequence:**

The unintended turning on or off of accessories such as emergency beacons or automatic snow chains can increase the risk of a crash.

**Remedy:**

Midwest will notify owners, and dealers will upgrade the software or retrofit fuses, free of charge. The recall is expected to begin in October 2018. Owners may contact Midwest customer service at 1-800-344-2059.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- In the case of a defect, a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information, with their dates of receipt (49 CFR 573.6 (c)(6)).

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

- Your company must supply the estimated date(s) for which it will notify dealers and/or distributors regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefore, and furnish a revised estimate. (49 CFR 573.6 (c)(8)(ii)). If you do not have dealers to notify, please amend your filing to state that.

We have received Midwest's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

The population of vehicles stated at the top of the form is 106. At the bottom you state that the owners of the 107 vehicles will be notified by the end of October. Which number is correct.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement