



SmartFOAM 6.5-12

Replaced by 6.5-24 & Converter SB-175 D

IMPORTANT SAFETY RECALL NOTICE  
NHTSA RECALL 19E055

August 16, 2019

Dear Fire Apparatus Vehicle Manager:

This notice is sent to you in accordance with the National and Motor Vehicle Safety Act. Hale Products has decided a safety related defect may exist in the 12 Volt 6.5 GPM SmartFOAM units. The supplied system may overheat when the system is run at low flows and high pressures due to the amperage needed to slowly pulse the motor. Continually overheating could cause the foam system to fail, preventing foam chemical injection, which could impact firefighting and emergency operations.

All units shipped after 8/15/2019 are configured as a 24 Volt 6.5 GPM SmartFOAM with a 12 to 24 Volt converter and are not affected by this recall. Any open orders will be automatically modified to provide a 24V unit.

Hale will provide a free remedy by replacing the current 12 Volt unit with a new factory assembled and tested 24 Volt 6.5 GPM unit and a 12 to 24 Volt converter in addition to covering 5 hours of labor at standard Hale warranty labor rates.

A copy of the suggested notification to the end-user customers is included. Please forward to your customers that have received the 12 Volt 6.5 GPM SmartFOAM units on the attached list. The customers affected by this notice should contact Hale Customer Service directly to arrange replacement.

Hale Products will handle the field replacements through the Hale Returned Material Authorization (RMA) process. To initiate a return, or service, please contact our Customer Service Department at [Halecustomerservice@idexcorp.com](mailto:Halecustomerservice@idexcorp.com). Our Customer Service Representative will provide you with an RMA number to return the Foam unit and enter a replacement sales order.

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: Joe Neal, [jneal@idexcorp.com](mailto:jneal@idexcorp.com).

Please note that it is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

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 Joe Neal at 1-800-533-3569.