



May 17, 2019

Name
Address
City, ST ZIP

IMPORTANT SAFETY RECALL NOTICE: 19V230

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s):

Dear KME Vehicle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Why is a recall being conducted?

KME has decided that a defect which relates to motor vehicle safety exists in certain model year 2017-2019 KME Commercial vehicles manufactured from December 2017 through December 2018 equipped with certain Voyager Mirror Monitors.

The supplier of the monitors, ASA Electronics, notified KME that as the Voyager Mirror monitor powers up at a specific time it loads the user defined settings. If the power up sequence is interrupted by a power drop at a precise time, the monitor may not be able to load the user settings and will load the default settings which will reverse the image on the monitor. The user defined setting for image is "NORMAL". The factory default setting for image is "MIRROR". The monitor image will stay in "MIRROR" mode until the user selects "NORMAL" in the settings.

Other effects of the factory default settings being loaded is shown below.

- 1) When the unit powers up using the factory default settings, the mirror monitor Auto On will be OFF. The Monitor, if the factory default settings are loaded, has to be manually turned ON instead of coming on by itself.
- 2) When the user manually turns ON the unit, the factory default for volume will be at 50% instead of 0 (user-defined) which allows outside noise.
- 3) At this point the default of the image is inverted or put into Mirror mode (Safety issue).
- 4) This would all happen before the driver puts the vehicle in Drive (if they notice the monitor is actually turned OFF).

Under the factory default setting, the monitor image is a mirror image of the normal image (left and right are reversed). This reversal could influence the driver to make a decision that could lead to a crash.

What are we doing about the problem?

ASA Electronics will work with KME, KME dealers, and vehicle owners to implement a field repair program at no cost to the vehicle owner. ASA Electronics estimates that the repair will take approximately 0.75 hrs.

What should you do?

If you receive this notification, please contact your KME Dealer or KME Customer Service at (570) 669-5230 to schedule an appointment to have your vehicle(s) remedied.

INCLUDED WITH THIS LETTER IS AN OWNER RESPONSE CARD TO BE FILLED OUT AND RETURNED TO KME. Please have your Truck VIN or GSO available. After the repair has been completed, please fill in the appropriate information on the enclosed Owner Response Postcard, sign it, and return it to:

Mail: KME, One Industrial Complex, Nesquehoning, PA 18240

E-mail: bpolgreaan@kmefire.com

Fax: (570) 669-5182

What if you no longer own this vehicle?

If you are not the current owner of the vehicle, please indicate this on the Owner Response Postcard and return the card to us.

Federal law requires any lessor who receives a notification of a safety related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days. If you are no longer the owner of this vehicle, please provide us with any contact information so we may contact the new owner.

If you have already paid to have your vehicle repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement of components. To learn more about what you need to do to obtain reimbursement, contact our customer service department.

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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 any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

KME, Inc

From: _____
(Customer name)

To: KME Fire Apparatus
One Industrial Complex
Nesquehoning, PA 18240

RE: NHSTA Recall No. 19V230

Date: _____
KME GSO(s) or VIN(s) _____

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- ☐ This vehicle was inspected and repaired according to instructions.
- ☐ This vehicle was inspected and determined to not need repair.
- ☐ This vehicle was sold to: _____ Name, Address, City, State/ZIP
- ☐ This vehicle was stolen.
- ☐ This vehicle was destroyed.

Owner's (or Former Owner's) Signature

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



Please return this form by fax (570) 669-5182, by E-mail to bpolgrean@kmefire.com,
or by phone (570) 669-5230.