



September 3, 2019

Name
Address
City, State Zip

IMPORTANT SAFETY RECALL NOTICE: 19V577

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 2018-2019 KME vehicles manufactured from June 2018 through December 2018 equipped with Fire Truck Independent Front Suspensions manufactured by Reyco Granning, LLC.

Reyco Granning informed KME that there may be a loose upper shock mount system on Independent Front Suspensions they manufactured. The front shocks may separate from their upper mount on the front suspension. The loose shock may contact and damage the steering gear housing, possibly causing a steering fluid leak and a loss of power steering assist.

A loss of hydraulic steering assist can increase the risk of a crash.

What are we doing about the problem?

Reyco Granning will work with KME and KME Dealers to implement the inspection and repair remedy as outlined in Reyco Granning's Service Bulletin at no cost to the vehicle owner. The estimated time to complete the replacement is one hour.

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@kmeffire.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 at (570) 669-5230.

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. 19V577

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 bpolgrian@kmeffire.com, or by phone (570) 669-5230.