



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

1200 New Jersey Avenue SE  
Washington, DC 20590

March 9, 2020

Mr. Alexis Casillas  
Warranty Administrator  
HME, Inc.  
1950 Bryon Center Ave  
Wyoming, MI 49519

NEF-150MR  
20V-104

**Subject:** Fuse Box Missing O-Ring Seal

Dear Mr. Casillas:

This letter serves to acknowledge HME, Inc.'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:**

HME/1871/2016-2020  
HME/AF1/2016-2020  
HME/SFO/2016-2020

**Mfr's Report Date:** February 24, 2020

**NHTSA Campaign Number:** 20V-104

**Components:**

ELECTRICAL SYSTEM:FUSES AND CIRCUIT BREAKERS

**Potential Number of Units Affected:** 174

**Problem Description:**

HME, Inc. (HME) is recalling certain 2016-2020 AF1, 1871 and SFO emergency vehicles. The fuse box may be missing an O-Ring seal, potentially allowing moisture or contaminants into the fuse box.

**Consequence:**

If moisture or contaminants enter the fuse box, the fuse box may overheat or malfunction, increasing the risk of a crash.

**Remedy:**

HME will notify owners and will provide replacement fuse boxes, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact HME customer service at 1-616-534-1463.

**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:

- A description of the basis for your company's determination of the recall population (49 CFR 573.6 (c)(2)).
- A description of how the products to be recalled differ from similar products that are not included in the recall (49 CFR 573.6 (c)(2)).
- A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).
- Your company must supply the estimated date(s) for which it will notify owners 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)).
- 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)).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement