



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 10, 2020

Ms. Julie Hill
Custom Fire Apparatus, Inc.
509 68th Ave
Osceola, WI 54020

NEF-150MR
20V-111

Subject: Foam Pump System May Overheat and Fail

Dear Ms. Hill:

This letter serves to acknowledge Custom Fire Apparatus, 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:

CUSTOM FIRE/SIDE MOUNT PUMPER/2017

Mfr's Report Date: February 26, 2020

NHTSA Campaign Number: 20V-111

Components:

EQUIPMENT

Potential Number of Units Affected: 1

Problem Description:

Custom Fire Apparatus, Inc. (Custom Fire) is recalling one 2017 In Side Mount Pumper vehicle equipped with a Smart Foam 6.5-12 system. The foam pump system can overheat and fail, causing fire fighting foam chemical to be unavailable to fight a fire.

Consequence:

If the fire fighting foam chemical injection is unavailable, it can impact the fire fighting and/or vapor mitigation efforts, which increases the risk of injury to bystanders and emergency personnel.

Remedy:

Custom Fire states that the affected vehicle has been remedied by Hale Products. An owner letter will not be sent. Owners may contact Custom Fire customer service at 1-715-294-2555.

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.

Please be reminded of the following requirements:

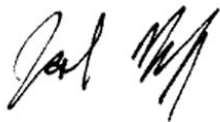
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are 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. As the vehicle has been remedied, please submit one quarterly recall completion rate report stating a 100% completion.

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,



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