

Part 573 Safety Recall Report

20V-111

Manufacturer Name : Custom Fire Apparatus, Inc.

Submission Date : FEB 26, 2020

NHTSA Recall No. : 20V-111

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Custom Fire Apparatus, Inc.

Address : 509 68th Ave

Osceola WI 54020

Company phone : 294-2555

Population :

Number of potentially involved : 1

Estimated percentage with defect : NR

Vehicle Information :

Vehicle 1 : 2017-2017 Custom Fire Apparatus, In Side Mount Pumper

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : 2-DOOR

Power Train : DIESEL

Descriptive Information : We installed a SmartFOAM system made by Hale Products that was later determined to have a safety defect. This is the only fire emergency vehicle made by Custom Fire with this product installed in it.

Production Dates : DEC 21, 2017 - DEC 21, 2017

VIN Range 1 : Begin : 4S7CU2D95JC083980 **End :** 4S7CU2D95JC083980 Not sequential

Description of Defect :

Description of the Defect : The foam pump system can overheat under certain operating conditions. Repeated or severe overheating can cause the system to fail. If the system fails, firefighting foam chemical is no longer available.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the system fails, the vehicle user no longer has access to firefighting foam chemical injection which may impact firefighting and / or vapor mitigation efforts, increasing the risk of physical harm to emergency personnel and bystanders.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

Supplier Identification :**Component Manufacturer**

Name : Hale Products
Address : 5794 Collection Center Drive
Chicago ILLINOIS 60693
Country : United States

Chronology :

August 2018, Hale received a single report of a performance issue on a 12 volt 6.5 foam pump unit in the field. Upon review, the issue was traced to plumbing restrictions and installation issues on the truck itself. Hale repaired the plumbing on the truck. After having repeated issues on the same truck, Hale did additional evaluations and determined the 12 volt system had the potential to overheat and over time could eventually fail. Testing also determined this issue does not exist with other products, including the 24 volt system because the current draw is lower. In mid-August 2019 Hale decided to conduct a recall to address the issue posed by the 12 volt units.

Description of Remedy :

Description of Remedy Program : Replace the SmartFOAM 6.5-12v systems with 6.5-24v systems and a voltage converter.

How Remedy Component Differs from Recalled Component : Part of recalled assembly is 501-4480-62-0

Identify How/When Recall Condition was Corrected in Production : The 6.5-12V system (pn 501-4480-62-0) was discontinued and replaced on August 19th, 2019

Recall Schedule :

Description of Recall Schedule : Hale has already notified end-users and performed the install of the new 6.5-24v system

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported