



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 24, 2021

Mr. Charlie Grimes
Warranty Advisor
Ferrara Fire Apparatus, Inc.
27855 James Chapel Rd.
Holden, LA 70744

NEF-107MR
21V-640

Subject: Lighting and HVAC Display May Lock Up

Dear Mr. Grimes:

This letter serves to acknowledge Ferrara 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:

FERRARA/IGNITER/2020

Mfr's Report Date: August 15, 2021

NHTSA Campaign Number: 21V-640

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

Potential Number of Units Affected: 1

Problem Description:

Ferrara Fire Apparatus, Inc. (Ferrara) is recalling one 2020 Igniter emergency vehicle equipped with a Weldon V-Mux Vista IV Standard Liquid Crystal Display (LCD) used for controlling emergency vehicle lighting and HVAC functions. The display may experience low voltage spikes, and cause the LCD to lock up or become nonfunctional, due to varying electrical installations.

Consequence:

A locked up or non-functional LCD can delay emergency efforts, which can increase the risk of injury.

Remedy:

Ferrara will replace the display, free of charge. Owner notification letters are expected to be mailed on September 9, 2021. Owners may contact Ferrara's customer service at 1-225-567-7100.

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.nhtsa.gov.

Please ensure the following requirements are met:

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

AMENDED 573 REQUIRED.

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

AMENDED 573 REQUIRED.

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).

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.

Ferrara Fire Apparatus, Inc.'s contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement