



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 6, 2022

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

NEF-107MR
22V-461

Subject: Steering Fasteners May 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/PETERBILT 348/2018

Mfr's Report Date: June 28, 2022

NHTSA Campaign Number: 22V-461

Components:

STEERING:LINKAGES:KNUCKLE:SPINDLE:ARM

Potential Number of Units Affected: 1

Problem Description:

Custom Fire Apparatus, Inc. (Custom Fire) is recalling one 2018 Peterbilt 348 fire truck. The Dana D-series axle steering arm fasteners that attach the steering arm to the steering knuckle may fail.

Consequence:

Steering arm fastener failure can result in a loss of steering control, and increase the risk of a crash.

Remedy:

No remedy has been established at this time. The interim owner notification letter was mailed on June 28, 2022. A second letter will be mailed once the remedy is available. Owners may contact Custom Fire's customer service at 1-800-443-8851. Custom Fire's number for this recall is 22V277.

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:

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt.

AMENDED 573 REQUIRED.

A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

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.

It is our understanding that notification to owners began on June 28, 2022, prior to our review of the owner notification letter. Before Custom Fire mails the final notification letter, the letter must be submitted to this office for review and it must comply with the requirements of Part 577.5, "Notification pursuant to a manufacturer's decision."

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. 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 eight 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.

Custom 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