

## **RECALL OF RANGER AND SERVUS FIRE BOOTS**

The International Association of Fire Fighters has received the following Voluntary Recall Notice from Total Fire Group, a manufacturer of fire fighter protective clothing, regarding the recall and replacement of certain Ranger and Servus leather structural fire fighting footwear. The following is the full text of the Total Fire Group Recall Notice:

### **A NOTICE TO THE FIRE SERVICE**

#### **Voluntary Recall of Ranger & Servus Leather Structural Firefighting Footwear - produced from 1/1/99 through 10/30/99**

Due to a potential safety concern, Total Fire Group is implementing a voluntary recall of Ranger leather boot models #3042, #3044, #3045 and Servus leather boot models # 6004, #6006, #6008 with a manufacturing date (printed on the inside label) from 1/1/99 through 10/30/99. These boots were independently certified at the time of sale. However, follow up testing has revealed a potential for leakage under extreme conditions that we find unacceptable. Such leakage may result in water, chemical or viral penetration of the boot.

We emphasize that very little leakage has been experienced with products in the field. However, part of the security of the Ranger and Servus brands is knowing that we will never compromise on matters of firefighter safety. Although this voluntary recall presents a very difficult challenge for us, we feel it is the right decision to make. We are confident that our customers will appreciate our efforts to monitor the ongoing quality of our product and our commitment to their safety.

**Recalled boots will be replaced at no charge with first quality NFPA 1971 replacement leather boots.**

We have created a **RECALL DESK** (available at 1-800-688-6148), managed by Dee Jenkins (ext. 226) and Nancy Casillas (ext. 223) to assist customers affected by this recall. All of our TFG Marketing staff will also work closely with Dee and Nancy to assist you during this recall process and to address any questions you might have.

To obtain replacement boots, customers are asked to cut out the label that contains the model/style number and dates of manufacture from both boots and return the labels to us at Total Fire Group. A seam ripper, available at most sewing supply counters, or a pocket knife makes this task simple and quick. The cut out labels should be returned with a "Request for Recalled Product Replacement Form". If not attached here please contact the Recall Desk at 1-800-688-6148 for a copy.

***BEFORE cutting the label out, be sure to verify that the production date of the boots is between 1/1/99 and 10/30/99 and that the word "REPLACEMENT" IS NOT STAMPED on the boot***

**label. If your date of manufacture is illegible, please contact our Recall Desk for assistance at 1-800-688-6148.**

Boots manufactured outside this time frame are **NOT** part of this recall.

Boots with labels stamped "REPLACEMENT" have already been constructed to address this potential leakage concern, **so boots stamped "REPLACEMENT" should not be returned and will not be replaced.**

We are devoting all available resources to the production of replacement boots. However, due to the scope of the recall, it may take several months to ship replacement product for all boot sizes returned from the field. If you do not have acceptable boots to use for firefighting in the interim, please contact our Recall Desk to discuss provisional solutions (again, you can reach us at 1-800-688-6148).

When you receive the replacement leather boots, we ask that you ship the recalled product (at our expense and per the instructions included with the replacement product) to Dayton, OH for destruction. It is important that all boots subject to the recall be removed from the field. Please note you will be billed for the cost of replacement boots if recalled product is not returned after you receive replacement product.

Besides checking member issued product, any FD inventory should also be checked to see whether you have any of these boots in stock. If so, you can make arrangements directly with our Recall Desk to return such boots and obtain no charge replacement product. **Due to the safety concern described above, please do NOT issue any of these boots from your FD stock.**

Your help in disseminating notice of this recall would be deeply appreciated. We want to reach every user possible and arrange no charge product replacement. Please feel free to copy this notice and distribute it as widely as possible within the fire service.

We apologize for any inconvenience imposed on our valued customers due to this recall, however we trust that our action to address this potential safety concern will inspire your confidence in our commitment to safety. Again, if you have any questions, please contact our Recall Desk 1-800-688-6148 and ask for Dee ext. 226 or Nancy ext 223.

**No Other Brand or Model Of Total Fire Group Product Is Affected By  
This Recall**

# REQUEST FOR RECALLED PRODUCT REPLACEMENT FORM

(or PURCHASE AGREEMENT if recalled boots are not returned  
after receiving replacement boots)

## Step #1-

Check all Ranger & Servus leather structural firefighting footwear for Ranger models #3042, #3044 & #3045 Servus models # 6004, #6006 & #6008 for product produced between 1/1/99 through 10/30/99.

Any product produced during that time frame, **not marked "REPLACEMENT,"** should be segregated and the Ranger and/or Servus label showing date of manufacture and size should be carefully cut out (a seam ripper or pocket knife works well) on **BOTH** boots. If the dates of manufacture or model/style numbers are illegible, please contact our Recall Desk at 1-800-688-6148 for assistance.

## Step #2-

Call the Recall Desk at 1-800-688-6148 for a RA# and list here RA#

## Step #3-

Complete the information below and include this form with the returned labels:

1. Number of labels being returned (**you need to return label from both right & left boot to get a replacement pair**) \_\_\_\_\_ /2 = \_\_\_\_\_ pair (sample 4 /2 = 2 pair)

2. Sizes needed (you may request slightly different sizing from returns, if needed)

<u>Manufacturer</u>	<u>Model #</u>	<u>Qty Needed</u>	<u>Size (include width)</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Please use separate page if additional space is needed.

The boots are replaced at no charge if the recalled boots are returned to Total Fire Group after receiving the replacement boots. If recalled boots are not returned to TFG (at no charge to you and per the easy instructions that will accompany the replacement product), you will be billed for the new replacement boots at the following charge:

8" Cost is \$285.63, 10" Cost is \$306.31, Bunkers Cost is \$311.93

3. The following shipping information is necessary in order to return your boots, please fill out completely (please, NO PO Box numbers).

### Ship to:

Department or Individual: \_\_\_\_\_

Attn: \_\_\_\_\_

Street Address: \_\_\_\_\_

City \_\_\_\_\_ / State \_\_\_\_\_ / Zip \_\_\_\_\_

Daytime Phone Number (sorry, a must): \_\_\_\_\_ / \_\_\_\_\_ - \_\_\_\_\_

\_\_\_\_\_

Signed

(over please)

***Step #4-***

*Mail this form with your cut out labels to:*

Ranger & Servus Customer Service Group  
Attn: RECALL DESK  
PO Box 13616  
Dayton OH 45413-0616

***Step #5-***

Wait for replacement product

We will get replacement product out to you ASAP. If you have questions about delivery or any other recall issue, call 1-800-688-6148 and ask for the Recall desk. Availability of replacement product will depend upon size to some extent, but we will do everything possible to expedite your replacement product to you.

***Step #6-***

Return old product when you receive replacement product.

- a. Place old recalled boots in the replacement boot box.
- b. Attach enclosed label.
- c. Call TFG Recall Desk for a UPS call tag.
- d. Return old boots to Total Fire Group Recall Desk.

When you receive the replacement product, you will also receive even more specific information on how to return the old product to us at **No Charge**. It is very important we receive the old product so we can destroy it and so you are not billed for the replacement product. **Please help us on this by promptly returning any recalled, replaced boots.**