



# Service Bulletin SB-134

ES-Key output overcurrent protection in flashing circuits

## IMPORTANT SAFETY RECALL INFORMATION NHTSA RECALL 16-E038

May 10, 2016

Dear Valued Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hale Products has decided a safety related defect may exist with some ES-Key Systems utilizing the Supernode utility flash feature. Certain configurations with the Supernode utility flasher and a non-Hale component could have an effect on certain vehicle systems or sub-systems, which may potentially increase the chance of an accident or injury.

The Supernode output overcurrent protection normally acts as a fuse or circuit breaker within the system. In the event of a short-circuit in a non-Hale component, the output overcurrent protection in the Supernode utility flash feature may not perform as expected. Should this condition occur, an external short circuit to ground could cause current spikes in excess of wiring capacity making it possible that an accident or other damage/failure of connected equipment could allow wiring to overheat and fail.

There are over 56,000 units in the field with two reported failures over the past 10 years and other factors such as wiring harness length and gage that could affect the issue however aftermarket modifications or damage to the electrical system can prevent the Supernode from protecting the circuits with utility flasher from overcurrent.

Hale Products has decided that placing external circuit protection on the flashing outputs that use the Supernode utility flasher is advised in this situation. Hale Products will provide fuse holder kits with fuses for all potentially affected vehicles at no charge to the customer. Fuse kits should only be connected in series with the flashing output that is driven by the Supernode utility flasher and located as close to the ES-Key output device as possible.

For flashing outputs that originate in Deutsch box style of devices, a 10 Amp fuse will be provided. For all other flashing outputs a 20 Amp fuse will be provided. Hale Products will pay 1 hour of Hale standard warranty labor per vehicle to install the fuse kits.



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The following is a list of potentially affected products:

113607	Supernode	(all revisions)
114502	Supernode with Modem	(all revisions)
119890	Supernode II	(software revisions 10.13 and lower)
119891	Supernode II with Modem	(software revisions 10.13 and lower)
104369	8 input 8 output Power Distribution Module (PDM)	(all revisions)
104434	8 output PDM	(all revisions)
104528	6 output 2 input PDM	(all revisions)
104529	4 output 4 input PDM	(all revisions)
105071	4 positive 4 negative output PDM	(all revisions)
304434	8 output PDM	(all revisions)
120727	HDPDM	(software revisions 2.0 and lower)
610-00010	HDPDM with analog inputs	(software revisions 2.0 and lower)
610-00011	HDPDM with analog inputs	(software revisions 2.0 and lower)

Note: p/n 104434, 104528, 104529, 105071, 304434 and 114502 are no longer offered for sale by Hale Products and have been replaced by subsequent models that are not affected by this issue.

If you have a system with a standard USM (Class1 part numbers 104366 or 108138), those systems are not affected.

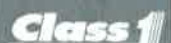
Note: this condition only occurs on ES-Key outputs that utilize the Supernode utility flash feature. There are internal flash capabilities that lie in the firmware layer of most ES-Key products and are not affected by this recall. In these cases the overcurrent protection is fully operational.

To determine if your system is affected, contact your OEM or local dealer and request a list of circuits (if any) utilizing a Supernode utility flash feature. These output circuits are the only ones requiring external overcurrent protection (fuse kits). Only the OEM has the complete list of circuits to identify which circuits need to be remedied.

If you believe you have a valid warranty claim that extends beyond free fuse kits and 1 hour of labor please contact Hale Products Customer Service Center at 1-800-533-3569 or [halecustomerservice@idexcorp.com](mailto:halecustomerservice@idexcorp.com) and our Customer Service Representative will evaluate your claim.

If you believe there is a failure to remedy this defect without charge and within a reasonable period of time, you may submit a written complaint to the Administrator, NHTSA, 1200 New Jersey Ave, SE, Washington, DC 20590, or call Vehicle Safety Hotline 1-888-327-4336 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

We appreciate your business and  
Thank You for your prompt attention to this potential safety issue.





## IMPORTANT SAFETY RECALL NOTICE: 16V-443

NHTSA Recall **LETTER**

Dear E-ONE Chassis Owner:

June 14, 2016

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

### **Why is a recall being conducted?**

We have received information from Hale Products that certain 2015 and 2016 E-One Typhoon and E-One Cyclone 2 models may have an ES-KEY module that is the subject of a recent recall 16-E038.

Based on NHTSA recall 16-E038, issued by Hale Products,

*"Hale Products has decided a safety related defect may exist with some ES-Key Systems utilizing the Supernode utility flash feature. Certain configurations with the Supernode utility flasher and a non-Hale component could have an effect on certain vehicle systems or sub-systems, which may potentially increase the chance of an accident or injury.*

*The Supernode output overcurrent protection normally acts as a fuse or circuit breaker within the system. In the event of a short-circuit in a non-Hale component, the output overcurrent protection in the Supernode utility flash feature may not perform as expected. Should this condition occur, an external short circuit to ground could cause current spikes in excess of wiring capacity making it possible that an accident or other damage/failure of connected equipment could allow wiring to overheat and fail."*

### **What are we doing about the problem?**

Per attached NHTSA recall 16-E038, issued by Hale Products,

*"Hale Products has decided that placing external circuit protection and/or a software update on the flashing outputs that use the Supernode utility flasher is advised in this situation. Hale Products will provide fuse holder kits with fuses for all potentially affected vehicles and/or a software update at no charge to the customer. Fuse kits should only be connected in series with the flashing output that is driven by the Supernode utility flasher and located as close to the ES-Key output device as possible.*



*If you believe you have a valid warranty claim that extends beyond free fuse kits and/or software upgrade, please contact Hale Products Customer Service Center at 1-800-533-3569 or [halecustomerservice@idexcorp.com](mailto:halecustomerservice@idexcorp.com), and [their] customer service representative will evaluate your claim."*

E-One in partnership with Hale Products will conduct the repairs. This Safety Recall is expected to start on or before July 25th, 2016.

### **What should you do?**

Per attached NHTSA recall 16-E038, issued by Hale Products,

*"If you find that you have received an installed part on the list that uses the super flash utility, please contact Hale Products Customer Service Center at 1-800-533-3569 or [halecustomerservice@idexcorp.com](mailto:halecustomerservice@idexcorp.com), and [their] Customer Service Representative [will send a free fuse kit and/or provide a software upgrade directly to the station or the address you specify]. [...]Hale Product will install the fuse kits and/or software upgrade themselves."*

Please have 1) your Truck VIN, 2) your ES-KEY serial number available for tracking purposes and 3) be prepared to send a picture of the ES-KEY module.

If you prefer to contact E-One directly, feel free to contact our Customer Service at 1-352-861-3612.

After the repairs are complete, please fill in the appropriate information on the enclosed Owner Response Postcard, sign it, and mail it to E-One, 1601 SW 37<sup>th</sup> Ave, Ocala, FL, 34474.

### **What if you no longer own this vehicle?**

If you are not the current owner of the vehicle, please indicate this on the Owner Response Postcard and return the card to us.

**Federal law requires any lessor who receives a notification of a safety related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.** If you are no longer the owner of this vehicle, please provide us with any contact information so we may contact the new owner.

If you have already paid to have your vehicle repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement of components. If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.



We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

E-One, Inc.

*Attached: [Hale Products NHTSA Recall 16-E038]*