Service Bulletin SB-134D

ES-Key output overcurrent protection in flashing circuits

IMPORTANT SAFETY RECALL INFORMATION
NHTSA RECALL 16-E038

June 6, 2016

Dear Valued Es-Key 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.

As described in the attached owner notification letter, 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 longer wiring harness length and gage could affect the issue however be advised that the combination of the utility flasher and aftermarket modifications or damage to the electrical system can prevent the Supernode from protecting those circuits with utility flasher from overcurrent.

Current production Supernode products do not have this issue. We need to prevent issues on the installed fleet of vehicles with these products installed.
Hale Products has decided that placing external circuit protection on the flashing outputs that use the Supernode utility flasher is the easiest and most universal solution. 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.

While it is also possible to upgrade the software on units built since 2015 to prevent this issue, given the wide variety of firmware revisions in the field, the fuse retrofit is the best option to make sure this problem can not occur and result in a safety issue.

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.
599-00032 Kit, Fuse and Fuse Holder – 10 AMP
599-00033 Kit, Fuse and Fuse Holder – 20 AMP

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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 systems are affected, check the list of circuits (if any) utilizing a Supernode utility flash feature. These output utility flash output circuits are the only ones requiring external overcurrent protection (fuse kits).

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 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.

Note that it is a violation of federal law to deliver a new or used vehicle without the remedy installed.

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

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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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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 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.

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