

Part 573 Safety Recall Report

18E-063

Manufacturer Name : Whelen Engineering Co Inc

Submission Date : JUL 26, 2018

NHTSA Recall No. : 18E-063

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Whelen Engineering Co Inc

Address : 51 Winthrop Rd
Chester CT 06475

Company phone : 8605269504

Population :

Number of potentially involved : 16,342

Estimated percentage with defect : 100 %

Brand / Trade 1 : Whelen

Model : Please see Descriptive Information for models.

Part No. : n/a

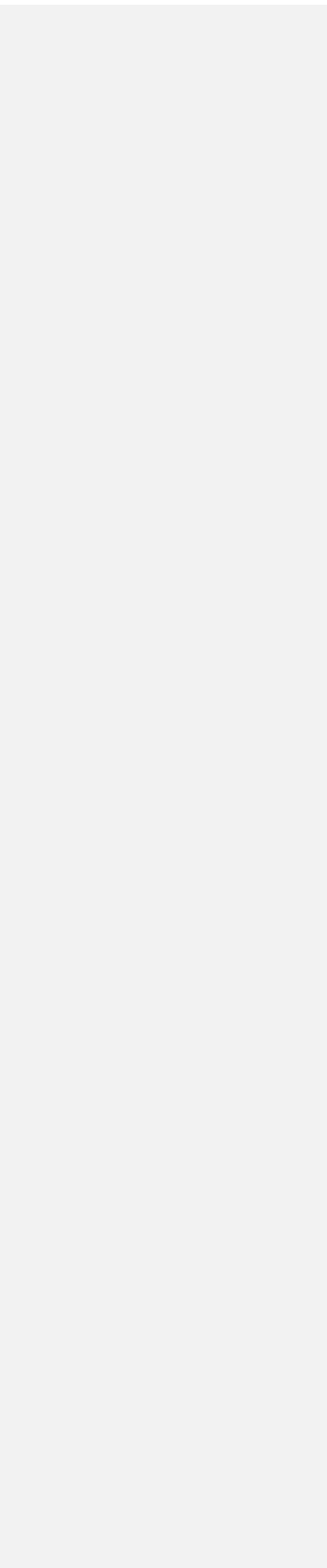
Size : NR

Function : Brake Light

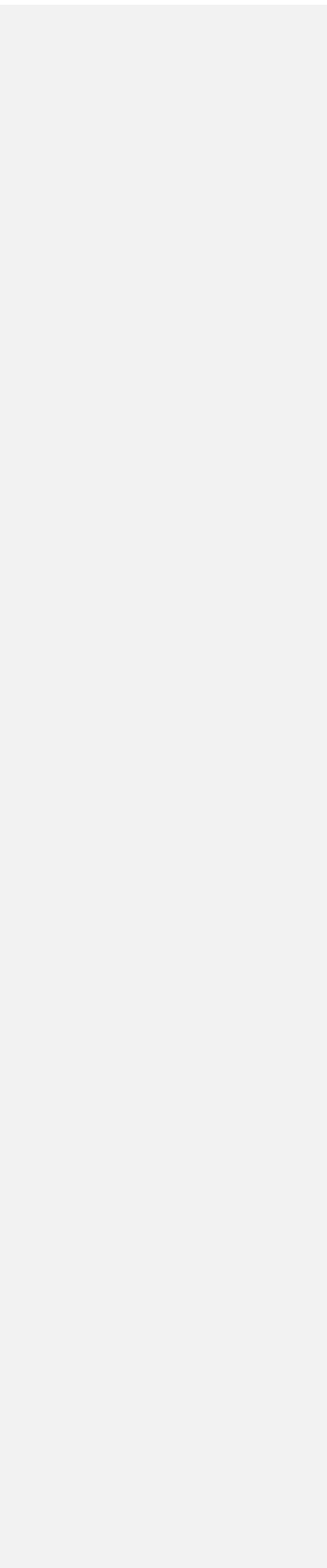
Descriptive Information : The recall population was determined based on Whelen's engineering firmware change on November 1, 2017 that affected the Whelen models and dates of manufacture listed in above in this Section. Whelen traced the firmware to the affected parts. On May 10, 2018, Whelen put unshipped affected parts on "stop ship" and quarantined those parts. Whelen identified customers who received affected parts by reviewing invoices between November 1, 2017 and May 16, 2018.

Whelen models affected:

60BTT
 M6BTT
 M6BTTC
 70BTT
 40A00AAR
 50R00XRR
 20R00XRR
 60BTTC
 6E459R2
 60BTDD
 90BTT
 B27356
 01-066B1866R1G
 PSR00XRR
 70BTDD



M9BTTX
6970510
6E461R2
40BTT
C6BTT
M4B6R
ILDOT17M
INDOTSY1
WC81311
PSRASXCR
40BTTD
01-066E462-R1A
SHASY1SS
M9BTTXC
01-0683558BR1C
50R00XRD
C7BTT
45ADBTT
TMTE1SS
PADOTSY5
CODOTSYM
VTSYSLSS
C6BTTC
AKDOTSY3
NDORSYS1
CTSYPHSS
TNDOTSYL
01-06837599A0C
M4B6B
70BTTC
DOT3410D
DOT3701D
45KNYEMS
NDDOTSY1
DEDOTSY3
KDOTSYLH
90BTTC
DOT3706D
SDSAND
MODOTSYD
NJSYS1SS
WYDOTSY1
1842800
6B1863C1
SDDUMP
C9BTT
VCBDTPSY



6B2343C1
DOT3704D
ILDOT11M
NJDOTSYL
VCRHTPSY
C7BTTC
DEDOTSY1
DOT3404D
DOTNEL3
M6BTTD
5SR00XRR
MTDOTSY1
01-066E461-R1B
DOT3405D
MODOTSYE
6E45952
DOT3506B
DOTNEL1
PADOTSY6
TMTE1SSM
DOT3504D
MADOTSY1
SDDOTSYH
01-066E459-R00
60R00XRR
MTASYSL1
60R00XRD
C9BTTC
FDNYWC13
R54L2D2A
01-066E462-ROA
20A00AAR
50R00XCR
BSISYSL3
BSISYSL4
DOT3401D
DOT3404B
DOT3704B
DOTNEL4
M6BTT24
M6BTT24C
01-066E957-KMB
01-1518251-01E
60R00BRR
60R00XCR
6B1863R1
DOT3502D

Equipment Information :

DOT3510D
DOT3702D
DOT3710D
ILDOT08J
JDTL601A
PADOTSY8
R54L2B2A
WYDOTSY2

Production Dates : NOV 01, 2017 - MAY 16, 2018

Description of Defect :

Description of the Defect : For the recall population, the brake light may activate if there is a transient voltage on the brake input line (e.g., without further brake input), but can be returned to normal operation when a brake input is applied and then removed. Whelen determined that the root cause of this condition was tied to transient voltage on the input line creating a false and steady activation of the brake light. The condition is dependent on the specific wiring of the vehicle and other installed equipment. The product functions normally if it is not exposed to these specific conditions, but the condition has the potential to occur in the entire recall population.

FMVSS 1 : 108 - Lamps, reflective devices, and assoc. Equipment

FMVSS 2 : NR

Description of the Safety Risk : For the recall population, the brake light may activate if there is a transient voltage on the brake input line (e.g., without further brake input), but can be returned to normal operation when a brake input is applied and then removed.

Description of the Cause : Transient voltage on the input line.

Identification of Any Warning that can Occur : None.

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

- On May 1, 2018, a Whelen customer notified Whelen Customer Service of a field issue and Customer Service requested more information to understand the issue.
- On May 2, 2018, Whelen sent the customer a replacement part.
- On May 3, 2018, the Whelen customer informed Whelen Customer Service that the replacement part exhibited the same condition. A second Whelen customer notified Whelen Customer Service of a field issue.
- On May 4, Whelen Customer Service elevated the field issue to Whelen Engineering for further investigation.
- On May 8, 2018, Whelen shipped the first customer a replacement part with modified firmware.
- On May 9, 2018, the first customer informed Whelen that the replacement part resolved the field issue.
- On May 10, 2018, Whelen placed affected models on “stop ship” and quarantined unshipped inventory as a precautionary measure until Whelen could identify the root cause and scope of the issues.
- On May 16, 2018, Whelen conducted a site visit to the second customer to confirm why the product was exhibiting the condition.
- On May 16, 2018, Whelen’s engineering investigation concluded that the condition is dependent on the specific wiring of the vehicle and other installed equipment, that the product functions normally if it is not exposed to these specific conditions, and the condition has the potential to occur in the entire recall population. Whelen therefore decided to file a Defect and Noncompliance Information Report with NHTSA.
- Whelen is not aware of any warranty claims, or any crashes, injuries, fatalities, damage to vehicles, or any other field events related to this issue.

Description of Remedy :

Description of Remedy Program : For product produced after May 16, 2018 (e.g., after Whelen quarantined the unshipped recall population on May 10, 2018), Whelen has already corrected the issue with an update that makes these products immune to the transient voltage issue.

For the recall population, Whelen will (i) upon request immediately provide free replacement product and support services to all customers affected by the recall, (ii) promptly inform all customers of the recall pursuant to an ODI-approved notification letter to customers, and (iii) advise all customers that contact Whelen telephonically of the available remedies. Whelen has already provided free replacement product and support services to customers who have informed Whelen of the issue since May 1.

Whelen is not aware of customers that have attempted to remedy the issue without Whelen’s assistance, and does not believe that customers will be able to remedy the issue without Whelen’s provision of a replacement part. Accordingly, Whelen does not believe the need for monetary reimbursement of customers will arise. If a claim for monetary reimbursement arises, Whelen will likely need to address that claim on a case-by-case basis. As noted, Whelen will provide free replacement and support services to all customers affected by the recall.

How Remedy Component Differs from Recalled Component :

The remedy assemblies have one of the following distinguishing characteristics versus the recalled assemblies:

- New production parts: Part number revision letter printed on label (permanently applied to rear of product) incremented (e.g. 01-066B186-R1G changed to 01-066B186-R1H)
- Reworked Parts/Inventory: Engineering Change Notice number (corresponding to remedy) printed on label and permanently applied to rear of product

Identify How/When Recall Condition was Corrected in Production :

For product produced after May 16, 2018 (e.g., after Whelen quarantined the unshipped recall population on May 10, 2018), Whelen has already corrected the issue with an update that makes these products immune to the transient voltage issue.

Recall Schedule :

Description of Recall Schedule : Subject to ODI approval, Whelen estimates that all notifications will be issued and complete no later than July 18, 2018.

Planned Dealer Notification Date : JUL 19, 2018 - AUG 31, 2018

Planned Owner Notification Date : JUL 19, 2018 - AUG 31, 2018

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

* NR - Not Reported