

Part 573 Safety Recall Report

19V-128

Manufacturer Name : Foundation Ambulance, Inc.**Submission Date :** FEB 26, 2019**NHTSA Recall No. :** 19V-128**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Foundation Ambulance, Inc.

Address : 110 N 85 Parkway

Fayetteville GA 30214

Company phone : 826-2219

Population :

Number of potentially involved : 28

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2018 FORD, CHEVY E350, F350, 3500HD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

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. Foundation identified customers who received affected parts by reviewing sales invoices between November 1, 2017 and May16, 2018.

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

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : 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

Description of the Cause : returned to normal operation when brake input is applied and then removed.
Transient voltage on the input line.

Identification of Any Warning that can Occur : NONE.

Supplier Identification :

Component Manufacturer

Name : Whelen Engineering Co. Inc.
Address : 51 Winthrop Rd.
Chester CONNECTICUT 06475
Country : United States

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 : 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. 01-066B186R1G 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 : Foundation will begin to send out letters to Customers that have the affected Brake lights on their units as soon as the Notification letter is approved.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : MAR 01, 2019 - JUN 01, 2019

* NR - Not Reported