

Part 573 Safety Recall Report

19V-221

Manufacturer Name : Osage Industries, Inc.**Submission Date :** SEP 19, 2023**NHTSA Recall No. :** 19V-221**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Osage Industries, Inc.

Address : P.O. BOX 718

Linn MO 65051

Company phone : 1-800-822-3634

Population :

Number of potentially involved : 1

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2018 MERCEDES SPRINTER 3500

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : WHELEN ENGINEERING CONTACTED US CONCERNING POSSIBLE DEFECTS WITH SOME OF THEIR LIGHTS. POSSIBLE TRANSIENT VOLTAGE COULD CAUSE THE BRAKE LIGHTS TO ILLUMINATE WHEN THE BRAKES WERE NOT APPLIED. NORMAL BRAKE LIGHTS SHOULD ONLY ILLUMINATE WHEN THE BRAKES ARE APPLIED. MODELS WE USE INCLUDE 60BTT, 70BTT, 90BTT, M6BTT, M9BTT

Production Dates : NOV 01, 2017 - DEC 25, 2017

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Defect :**

Description of the Defect : BRAKE LIGHTS MAY ILLUMINATE WHEN BRAKES NOT APPLIED

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : COULD CONFUSE OTHER DRIVERS POSSIBLY INCREASING RISK OF CRASH

Description of the Cause : NR

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : WHELEN ENGINEERING

Address : 51 WINTHROP ROAD
CHESTER CONNECTICUT 06412-0684

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, 2018, 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, upon request, immediately provide free replacement product and support services to all customers affected by the recall, promptly inform all customers of the recall pursuant to an ODI-approved notification letter to customers, and 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 arise, 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 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 : AUG 28, 2023 - SEP 19, 2023

Planned Owner Notification Date : AUG 28, 2023 - SEP 19, 2023

* NR - Not Reported