

# Part 573 Safety Recall Report

## 20E-032

**Manufacturer Name :** Akron Brass Company

**Submission Date :** MAY 27, 2020

**NHTSA Recall No. :** 20E-032

**Manufacturer Recall No. :** NR



### Manufacturer Information :

**Manufacturer Name :** Akron Brass Company

**Address :** 343 Venture Blvd

Wooster OH 44691

**Company phone :** 8002281161

### Population :

**Number of potentially involved :** 53

**Estimated percentage with defect :** 100 %

### Equipment Information :

**Brand / Trade 1 :** Akron Brass Company

**Model :** Style 3600

**Part No. :** 36000013, 36000015

**Size :** one size

**Function :** NR

**Descriptive Information :** The Wireless Remote Control is used to control the movement of electric firefighting monitors. The monitor is used to direct the water stream and adjust the spray pattern.

A component was changed on the circuit board in October 2019. At that time, the revision level was changed from 00 to 01. This component change and resultant update to revision 01 determines the beginning of the recall population. The problem was detected and corrected on revision level 01 after manufacturing date April 15, 2020, which determines the end of the recall population.

36000013 Wireless Remote Controllers produced to Revision level 01 between October 4, 2019 and April 15, 2020 plus 36000015 Wireless Remote Controllers produced to Revision level 01 after January 13, 2020 and before April 15, 2020 are labeled with a part number, serial number, and revision level 01. The revision level and serial number identify the products in scope of this recall.

**Production Dates :** OCT 04, 2019 - APR 15, 2020

### Description of Defect :

**Description of the Defect :** The 3600 controller is a battery powered unit. To maximize the useful life of the batteries, the unit is designed to enter a "sleep" mode after 30 seconds of inactivity by the user. The unit will awaken subsequently by pressing the power button. In the affected units, the sleep mode does not initiate, leaving the batteries on at full power for an extended time. This results in the batteries discharging faster than normal.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** It is possible that the rapid battery discharge could result in loss of power to the controller while in use. In this case, safety protocols inherent in the monitor will automatically protect against undesired movement of the monitor. The monitor would continue to flow in the last directed position, but the firefighter would not be able to change the spray pattern or direction of water flow via the wireless controller. In this event, the firefighter would revert to using a hard-wired controller on the truck, or use the manual hand controls located directly on the monitor.

**Description of the Cause :** The battery conserving “sleep” mode is not enabled.

**Identification of Any Warning that can Occur :** LED lights illuminate the unit when powered on. These lights will blink to indicate low battery when the battery charge is low. The lights will go out, or not turn on, if the batteries are depleted.

## Involved Components :

Component Name : NR

Component Description : NR

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

In early April 2020, Akron Brass received a report from a customer that the battery life of its controllers appeared to be draining too quickly. Akron Brass initiated a parts return from the customer. It received the parts back for analysis in mid-April and began to evaluate the units thereafter. Akron Brass placed a hold on shipping all units in its inventory and a second customer raised a similar concern in mid to late April. Akron Brass' review of the returned product from the first customer indicated that the software in the system did not include a “sleep” mode so that the controller would always remain powered on even when not in use and could drain the battery life more quickly. Akron Brass incorporated a software update to the units in its possession

to include a sleep mode in late April and began to consider the effects on the controller when the batteries stop operating earlier than expected. Akron Brass' analysis found that if the batteries on the controller lost power before the unit was put into use, the controller would not power on. However, it also found that there was a chance that the batteries could lose power while the unit was being used. In this case, water would continue to flow from the pumps, but the firefighter would not be able to change the spray pattern or direction of water flow via the controller. In that case, the firefighter would need to use a hard-wired controller on the truck, or utilize the manual cranks directly on the monitor. On May 20, 2020, Akron Brass decided to conduct a safety recall to address this possibility.

## Description of Remedy :

**Description of Remedy Program :** Customers will be asked to return affected controllers to Akron Brass for a software update.

Akron Brass will coordinate all shipping arrangements for return of the affected units and for shipping of the repaired units. All costs associated with shipping & retrofit of the controllers will be incurred by Akron Brass with No Charges being assessed to the customer directly relating to this defect.

**How Remedy Component Differs from Recalled Component :** Controllers within the affected serial number range that have been updated are distinguished with an additional permanent label added to the unit adjacent to the normal serial number label. This additional label includes the software revision to identify it as a corrected unit. Controllers outside the affected revision level or serial number range are identified by the normal label on the unit which includes this information.

**Identify How/When Recall Condition was Corrected in Production :** New software was implemented in production units beginning on April 22, 2020.

## Recall Schedule :

**Description of Recall Schedule :**

- Week of 6/1/20, pending NHTSA approval and recall number assigned. Notification of the defect will be sent to the distributors and OEMs who sold the controllers advising specific details around the defect and informing them of steps to be taken to identify and repair affected units.
- Begin receiving and reworking customer units: Week of 6/15/20
- Follow-up tracking will continue on-going for 6 consecutive quarters to track effectiveness of the recall campaign.

**Planned Dealer Notification Date :** JUN 01, 2020 - JUN 05, 2020

**Planned Owner Notification Date :** JUN 08, 2020 - NR

## 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