

# News Bulletin

## Technical Update



June 3<sup>rd</sup> 2020

### IMPORTANT SAFETY RECALL INFORMATION

#### NHTSA RECALL 20E-032

Dear Valued Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Akron Brass has decided that a defect, which relates to motor vehicle safety, exists in Style 3600 Wireless Remote Controllers manufactured between October 4, 2019 and April 15, 2020. It is possible that reduced battery life in the controller could increase the likelihood that the batteries will become depleted while the controller is in use. In this event, the firefighter would need to revert to using a hard-wired controller on the vehicle, or use the manual hand controls located directly on the affected monitor. This could slow the progress of firefighting efforts and may increase the risk of injury.

Akron Brass is recalling all affected controllers. You are receiving this letter because you have purchased a Wireless Remote Controller that may be affected by this recall. We will be repairing affected units at no charge to you or to the end user.

Affected Part Numbers:

36000013, Revision level 01, 2.4GHz, manufactured between October 4, 2019 and April 15, 2020

36000015, Revision level 01, 2.4GHz, manufactured between January 13, 2020 and April 15, 2020

Affected Controllers need to be returned to Akron Brass for a software update. As the distributor or vehicle manufacturer, we ask that Akron Brass work directly with the fire department or end user to return the controllers. If you choose this option, you will need to provide Akron Brass with the contact information for the fire department or end-user that purchased a Wireless Remote Controller. Akron Brass will update or replace the affected units free of charge.

If you choose not to provide end-user information, we request that you work directly with your customers to have the controllers sent back to Akron Brass for repair.

We will repair the controller within 5 business days of confirmation that the unit is in the affected serial number range, excluding shipping time. Please contact Akron Brass Technical Service to confirm that the product is in the affected range and/or to provide end-user contact information. For affected controllers, a shipping label provided to return the product to Akron Brass.

Akron Brass Technical Service

1-800-228-1161

[akrontech@idexcorp.com](mailto:akrontech@idexcorp.com)

If you believe there is a failure to remedy this defect without charge to the end-user/owner of vehicle 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 the Vehicle Safety Hotline 1-888-372-4336 (TTY: 1-800-424-9153) or go to [safercar.gov](http://safercar.gov).

Note that it is a violation of federal law to deliver a new motor vehicle subject to a recall without the remedy installed.

Thank you for your attention to this important matter and support of Akron Brass products.