

From: Great Dane News Center <GreatDaneNewsCenter@GreatDane.com>

Date: March 19, 2019 at 10:46:06 AM EDT

Subject: Grote MicroNova Dot LED Marker Lamps

Grote MicroNova Dot LED Marker Lamps

SERVICE BULLETIN #491

3/19/2019

TO: Branch and Sales Managers, Dealer Principals, Parts and Service Managers

FROM: Barry Mitchell, Director of Customer Service

SUBJECT: Grote MicroNova Dot LED Marker Lamps

This letter is to notify you of a concern regarding Grote MicroNova Dot LED Marker Lamps (Great Dane Part Numbers 41315439 & 41315463). We have received reports that some of these marker lamps, installed on mid-2018 and 2019 trailers, have experienced premature operational failure. This condition has been observed in marker lamps mounted on the bottom rail of these trailers. While current data indicates only a small percentage of trailers have experienced this condition, Great Dane is initiating a service campaign to replace affected lamps mounted on the bottom rails of these trailers, due to the risk of circuit board corrosion leading to overheating of the light.

Great Dane will replace, at no charge, any of the subject lamps that exhibit moisture or condensation on the interior of the lens. This replacement effort applies to all of the above-identified part numbers within the warranty period that have not experienced physical damage, such as from road hazards or other impact damage. The existing warranty procedure is applicable.

Image of lamp with subject condition (Note: Moisture at bottom of lamp and condensation behind lens):



(Covered by this bulletin and warranty).

We highly recommend replacing working lights with physical damage due to the concern for corrosion and possible overheating.

The Great Dane branch, dealership or authorized service facility may reach Grote per the contact information detailed below for replacement part(s) and to obtain a Return Goods Authorization (RGA). For quality purposes, please identify each lamp with a return material tag containing the trailer Vehicle Identification Number (VIN) and location from which the lamp was removed. Locations should be identified as:

Roadside Front	Curbside Front
Roadside Middle	Curbside Middle
Roadside Rear	Curbside Rear
Other: _____	

- Grote North America (800) 628-0809
- Grote Canada (800) 268-5612
- Grote Mexico and Latin America 011 (52) 818262 4400

Questions concerning this campaign should be directed to Great Dane Customer Service at 912-644-2260.