

Technical Service Bulletin #502: Hamsar Strip Light Field Upgrade Campaign

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**TECHNICAL SERVICE BULLETIN #502****Subject: Hamsar Strip Light Field Upgrade Campaign**

Great Dane, in conjunction with our partner Hamsar, has identified a water intrusion issue that affects certain strip lights installed on Great Dane refrigerated trailers and truck bodies. As a result, moisture droplets may develop inside the strip light tubes, which could contribute to corrosion and possible shorting of the electrical contacts.

Attached are a [suspect population VIN list](#) and work instructions for [inspecting the light strips, replacing strips with indications of moisture or corrosion](#), and [retrofitting heat shrink to the connections of existing strips](#).

The standard labor allowance for inspecting and sealing the electrical connections will be 30 minutes per strip light.

The standard labor allowance for replacing a single strip light that has evidence of moisture intrusion or corrosion will be 1 hour per strip light.

Please contact Great Dane Customer Service at [customer\\_service@greatdane.com](mailto:customer_service@greatdane.com) or **(877) 369-3493** for heat shrink tubes, prior approval, and to receive Return Authorization Numbers for any strip lights requiring replacement. All replacement parts will be provided directly by Hamsar.

All customers with potentially affected trailers and truck bodies are being contacted directly with this information, along with their individual VIN lists.

Great Dane and Hamsar thank you for your support in this effort, and we apologize for any inconvenience to our customers.

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