Part 573 Safety Recall Report

Manufacturer Name :	Fouts Bros
Submission Date :	APR 02, 2019
NHTSA Recall No. :	19V-214
Manufacturer Recall No. :	NR

Manufacturer Information :

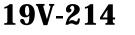
Manufacturer Name : Fouts Bros Address : 300 Village Green Circle Smyrna GA 30080 Company phone : 770-433-0112

Vehicle Information :

Vehicle Type :	2017-2018 Fire Apparatus F-Rescue BUSES, MEDIUM & HEAVY VEHICLES		
Body Style : Power Train :			
Descriptive Information :	 n: Dilstic n: The recall population was determined based on Whelen's engineering firmware change on November 1, 2017 that affected the Whelen models. Whelen traced the firmware to the affected parts. On May 10, 2018, Whelen put unshipped affected parts on "stop ship" and quarantined those parts. Whelen identified customers who received affected parts by reviewing invoices between November 1, 2017 and May 16, 2018. 		
Production Dates :	NOV 29, 2017 - MAY 09, 2018		
VIN Range 1:	Begin: NR End: NR	□ Not sequential	

Description of Noncompliance :

Description of the
Noncompliance :For the recall population, the brake light may activate if there is a transient
voltage on the brake input line (e.g., without further brake input), but can be
returned to normal operation when a brake input is applied and then removed.
Whelen determined that the root cause of this condition was tied to transient
voltage on the input line creating a false and steady activation of the brake
light. The condition is dependent on the specific wiring of the vehicle and other
installed equipment. The product functions normally if it is not exposed to
these specific conditions, but the condition has the potential to occur in the
entire recall population.FMVSS 1 :108 - Lamps, reflective devices, and assoc. Equipment
FMVSS 2 :Description of the Safety Risk :For the recall population, the brake light may activate if there is a transient
voltage on the brake input line (e.g., without further brake input), but can be
returned to normal operation when a brake input is applied and them



OMB Control No.: 2127-0004

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Number of potentially involved :

Estimated percentage with defect : 100 %

Population:

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removed.

Description of the Cause : Unknown

Identification of Any Warning None that can Occur :

Supplier Identification :

Component Manufacturer

Name: Whelen Engineering Co Inc

Address : 51 Winthrop Rd Chester CONNECTICUT 06475

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 Wheln Customer Service of a field issue.

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.

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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 (i) upon	
	request immediately provide free replacement product and support services to all customer affected by the recall, (ii) promptly inform all customers of the recall pursuant to an ODI-approved notification letter to customers, and (iii) 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 arises, 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	
How Remedy Component Differs from Recalled Component :	customers affected by the recall. 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 product) incremental (e.g. 01-066B186-R1G	
	changed to 01-066B186R1H) Reworked Parts/Inventory: Engineering Change Notice number (corresponding to remedy) printed on label and permanently applied to rear of product	
	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 :		

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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 :	NR - NR
Planned Owner Notification Date :	MAR 29, 2019 - APR 05, 2019

* NR - Not Reported

The information contained in this report was submitted pursuant to 49 CFR §573