

Part 573 Safety Recall Report

19V-305

Manufacturer Name : Spencer Manufacturing, Inc.

Submission Date : APR 17, 2019

NHTSA Recall No. : 19V-305

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Spencer Manufacturing, Inc.

Address : 165 Veterans Blvd

South Haven MI 49090

Company phone : 269-637-8721

Population :

Number of potentially involved : NR

Estimated percentage with defect : NR

Vehicle Information :

Vehicle 1 : 2017-2017 Spencer Fire Trucks TM-3000 (1426)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on Whelen's engineering firmware change on November 1, 2017 that affected the Whelen models and dates of manufacture listed in above in this Section. 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.

Spencer Fire Trucks had 12 of their trucks affected by this Whelen recall.

Production Dates : JAN 01, 2018 - APR 18, 2018

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 2 : 2018-2018 Spencer Fire Trucks WS-3900 (1429)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on Whelen's engineering firmware change on November 1, 2017 that affected the Whelen models and dates of manufacture listed in above in this Section. 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 : APR 01, 2018 - JUN 18, 2018

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 3 : 2019-2019 Spencer Fire Trucks TM-1000 (1432)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on Whelen's engineering firmware change on November 1, 2017 that affected the Whelen models and dates of manufacture listed in above in this Section. 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 : MAR 01, 2018 - MAY 31, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2017-2017 Spencer Fire Trucks TM-1000 (1427)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on Whelen's engineering firmware change on November 1, 2017 that affected the Whelen models and dates of manufacture listed in above in this Section. 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 : JAN 01, 2018 - MAR 18, 2018

VIN Range 1 : Begin : 4S7CU2D97JC083995

End : 4S7CU2D97JC083995

☐ Not sequential

Vehicle 5 : 2017-2017 Spencer Fire Trucks TM-1000 (1428)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on Whelen's engineering firmware change on November 1, 2017 that affected the Whelen models and dates of manufacture listed in above in this Section. 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 : JAN 01, 2018 - MAR 18, 2018

VIN Range 1 : Begin : 4S7AU2D99JC083990

End : 4S7AU2D99JC083990

☐ Not sequential

Vehicle 6 : 2018-2018 Spencer Fire Trucks SM-2000 (1430)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on Whelen's engineering firmware change on November 1, 2017 that affected the Whelen models and dates of manufacture listed in above in this Section. 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 : APR 01, 2018 - JUN 18, 2018

Vehicle 7 : 2018-2018 Spencer Fire Trucks WS-2000 (1431)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on Whelen's engineering firmware change on November 1, 2017 that affected the Whelen models and dates of manufacture listed in above in this Section. 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 : MAY 01, 2018 - JUN 18, 2018

Vehicle 8 : 2019-2019 Spencer Fire Trucks TM-1000 (1433)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on Whelen's engineering firmware change on November 1, 2017 that affected the Whelen models and dates of manufacture listed in above in this Section. 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 : MAR 01, 2018 - JUN 18, 2018

Vehicle 9 : 2018-2018 Spencer Fire Trucks Rescue (1440)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on Whelen's engineering firmware change on November 1, 2017 that affected the Whelen models and dates of manufacture listed in above in this Section. 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 : JUN 01, 2018 - AUG 01, 2018

Vehicle 10 : 2018-2018 Spencer Fire Trucks Grass Rig (1443)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : The recall population was determined based on Whelen's engineering firmware change on November 1, 2017 that affected the Whelen models and dates of manufacture listed in above in this Section. 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 : MAY 01, 2018 - JUL 01, 2018

VIN Range 1 : Begin : 1FD0W5HY0JEC64213 End : 1FD0W5HY0JEC64213 ☐ Not sequential

Vehicle 11 : 2018-2018 Spencer Fire Trucks SM-1000 (1444)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on Whelen's engineering firmware change on November 1, 2017 that affected the Whelen models and dates of manufacture listed in above in this Section. 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 : MAR 01, 2018 - MAY 01, 2018

VIN Range 1 : Begin : 4S7ZT2D92JC083870 End : 4S7ZT2D92JC083870 ☐ Not sequential

Vehicle 12 : 2019-2019 Spencer Fire Trucks TM-1000 (1434)

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on Whelen's engineering firmware change on November 1, 2017 that affected the Whelen models and dates of manufacture listed in above in this Section. 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 : MAY 01, 2018 - JUL 01, 2018

Description of Defect :

Description of the Defect : 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 : NR

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 then removed.

Description of the Cause : Transient voltage on the input line.

Identification of Any Warning that can Occur : None

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 Whelen Customer Service of a field issue.
- On May 4, Whelen Customer Service elevated the field issue to Whelen Engineering for further investigation.
- 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.

Description of Remedy :

Description of Remedy Program : Whelen will (i) upon request immediately provide free replacement product and support services to all customers 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 customers affected by the recall.

How Remedy Component Differs from Recalled Component : 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 of product) incremented (e.g. 01-066B186-R1G changed to 01-066B186-R1H)
- Reworked Parts/Inventory: Engineering Change Notice number (corresponding to remedy) printed on label and permanently applied to rear of product

Identify How/When Recall Condition was Corrected in Production : N/A - This was a purchased component from Whelen

Recall Schedule :

Description of Recall Schedule : Whelen will be handling the replacement of the brake lights.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported