

# Part 573 Safety Recall Report

# 21V-412

**Manufacturer Name :** Sutphen Corporation

**Submission Date :** JUN 02, 2021

**NHTSA Recall No. :** 21V-412

**Manufacturer Recall No. :** NR



## Manufacturer Information :

**Manufacturer Name :** Sutphen Corporation

**Address :** 6450 Eiterman Rd

Dublin OH 43016

**Company phone :** 6148891005

## Population :

**Number of potentially involved :** 8

**Estimated percentage with defect :** NR

## Vehicle Information :

Vehicle 1 : 2019-2020 Sutphen Fire truck

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** 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.

**Production Dates :** OCT 04, 2019 - APR 15, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

Description of the Defect : 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : 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.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

## Involved Components :

Component Name 1 : Akron Brass

Component Description : Wireless Remote Controller

Component Part Number : 36000013, 36000015

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

Country : NR

### Chronology :

NR

### Description of Remedy :

Description of Remedy Program : 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.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

### Recall Schedule :

Description of Recall Schedule : Complete  
Planned Dealer Notification Date : NR - NR  
Planned Owner Notification Date : NR - NR

\* NR - Not Reported