

# Part 573 Safety Recall Report

## 21V-412

**Manufacturer Name :** Sutphen Corporation

**Submission Date :** OCT 06, 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 :** 100 %

### 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 : It is possible that the rapid battery discharge could result in loss of power to the controller while in use. In this case, safety protocols inherent in the monitor will automatically protect against undesired movement of the monitor. The monitor would continue to flow in the last directed position, but the firefighter would not be able to change the spray pattern or direction of water flow via the wireless controller. In this event, the firefighter would revert to using a hard-wired controller on the truck, or use the manual hand controls located directly on the monitor.

Description of the Cause : The battery conserving "sleep" mode is not enabled.

Identification of Any Warning that can Occur : LED lights illuminate the unit when powered on. These lights will blink to indicate low battery when the battery charge is low. The lights will go out, or not turn on, if the batteries are depleted.

**Involved Components :**

Component Name 1 : Akron Brass

Component Description : Wireless Remote Controller

Component Part Number : 36000013, 36000015

**Supplier Identification :****Component Manufacturer**

Name : Akron Brass

Address : 343 Venture Blvd  
Wooster Ohio 44691

Country : United States

## Chronology :

In early April 2020, Akron Brass received a report from a customer that the battery life of its controllers appeared to be draining too quickly. Akron Brass initiated a parts return from the customer. It received the parts back for analysis in mid-April and began to evaluate the units thereafter. Akron Brass placed a hold on shipping all units in its inventory and a second customer raised a similar concern in mid to late April. Akron Brass' review of the returned product from the first customer indicated that the software in the system did not include a "sleep" mode so that the controller would always remain powered on even when not in use and could drain the battery life more quickly. Akron Brass incorporated a software update to the units in its possession to include a sleep mode in late April and began to consider the effects on the controller when the batteries stop operating earlier than expected. Akron Brass' analysis found that if the batteries on the controller lost power before the unit was put into use, the controller would not power on. However, it also found that there was a chance that the batteries could lose power while the unit was being used. In this case, water would continue to flow from the pumps, but the firefighter would not be able to change the spray pattern or direction of water flow via the controller. In that case, the firefighter would need to use a hard-wired controller on the truck, or utilize the manual cranks directly on the monitor. On May 20, 2020, Akron Brass decided to conduct a safety recall to address this possibility. Recall notice was sent out to Sutphen on 6/3/2020. Recall notice was sent out to customers on 6/3/2020.

## Description of Remedy :

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|--|---|
| 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.<br>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 : | Controllers within the affected serial number range that have been updated are distinguished with an additional permanent label added to the unit adjacent to the normal serial number label. This additional label   |

Identify How/When Recall Condition was Corrected in Production : includes the software revision to identify it as a corrected unit. Controllers outside the affected revision level or serial number range are identified by the normal label on the unit which includes this information.

New software was implemented in production units beginning on April 22, 2020.

Recall Schedule :  
Description of Recall Schedule : - Week of 6/1/20, pending NHTSA approval and recall number assigned.  
Notification of the defect will be sent to the distributors and OEMs who sold the controllers advising specific details around the defect and informing them of steps to be taken to identify and repair affected units.  
- Begin receiving and reworking customer units: Week of 6/15/20  
- Follow-up tracking will continue on-going for 6 consecutive quarters to track effectiveness of the recall campaign.  
Planned Dealer Notification Date : JUN 01, 2020 - JUN 05, 2020  
Planned Owner Notification Date : JUN 08, 2020 - NR  
Purchaser Information

**Recall Schedule :**

Description of Recall Schedule : Week of 6/1/20, pending NHTSA approval and recall number assigned.  
Notification of the defect will be sent to the distributors and OEMs who sold the controllers advising specific details around the defect and informing them of steps to be taken to identify and repair affected units.  
- Begin receiving and reworking customer units: Week of 6/15/20  
- Follow-up tracking will continue on-going for 6 consecutive quarters to track effectiveness of the recall campaign.

Planned Dealer Notification Date : JUN 08, 2021 - JUN 08, 2021  
Planned Owner Notification Date : NR - NR

\* NR - Not Reported