

SERVICE BULLETIN



C6, C7 and C9 SURFACEMAX™ SERIES

Affected Product: C6, C7, and C9 SurfaceMax™ Series Lightheads

Issue: During washing and driving through rain at high speeds, water can travel behind the base gasket and enter the body of the vehicle.

Background: Whelen designed and tested its SurfaceMax Series to meet SAE J575 requirements. Several customers have contacted Whelen reporting that occasionally water was bypassing the base gasket, allowing water to travel into the interior of the vehicle.

Whelen quickly reacted by conducting more thorough testing which confirmed these customer findings.

Solution: Redesign the base gasket to exceed SAE J575 water intrusion standards.

Replacement Gaskets: To obtain replacement gaskets, contact Whelen Technical Support at 860.526.9504, or email your request to custserv@whelen.com

Part #:

C6 - 38-046H194-00 Revision A or above

C7 - 38-046H201-00 Revision A or above

C9 - 38-046H179-00 Revision A or above

Interim Mitigation: Use RTV silicone to seal the mounting and wire holes. See the attached Installation Addendum, Form No.14C43

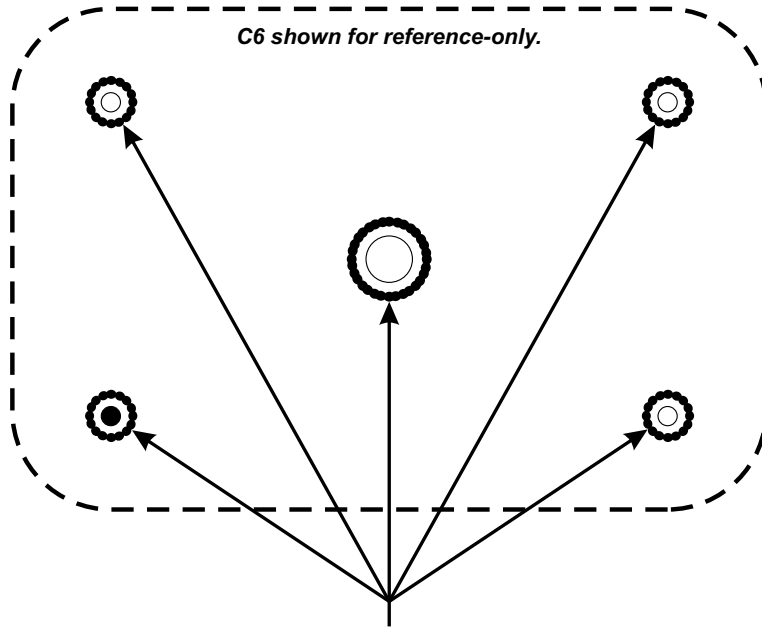
WHELEN[®]

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Installation Addendum

Automotive: Lighthoods



Installation Note:
A 1/8" thick bead of RTV silicone must be applied to the mounting surface so that it surrounds the wire passage hole(s) and the four mounting holes, forming a seal between the mounting frame and mounting surface.

