

## **SoundOff Signal Light Cracking**

Complaint -

We have had to replace SoundOff LED lights due to cracking when we know we have torqued properly and we have literally had to destroy the light taking it off due to the plastic plugs that were installed to cover the screws.

Cause -

When the lights were installed, the package they were shipped with had 4 small plugs (Figure #1) which were the same color as the light and were to be placed in the mounting screw holes after the light was installed. Water which freezes in the cold and expands along with corrosion if stainless steel screws are not used have been found to cause cracking when these are installed.

Correction – Do NOT use these when replacing lights!



FIGURE #1



Contact Our Service Department With Any Questions CHITTENANGO – phone 800-962-5768 or

Daryl Wallace: <a href="mailto:dwallace@newyorkbussales.com">dwallace@newyorkbussales.com</a>
Brian Lamaitis: <a href="mailto:blamaitis@newyorkbussales.com">blamaitis@newyorkbussales.com</a>

**ROCHESTER** – phone 800-463-3232 or Gary Chichester: <u>gchichester@newyorkbussales.com</u>

ALBANY – phone 866-867-1100 or Ben Reiling: <u>breiling@newyorkbussales.com</u>

WARRANTY – 800-962-5768 ext 237 Morgan Jenkins: mjenkins@newyorkbussales.com

Or Your Customer Support Representative
West

Michael Panzica – <u>mpanzica@newyorkbussales.com</u> Cell 716-908-3186

Central

Jeremie "JJ" Richmond – jirichmond@newyorkbussales.com

Cell 315-559-3999

East

Gary Bigness – <u>gbigness@newyorkbussales.com</u> Cell 845-500-3707