

## Service Bulletin

**Number:** 1733  
**Date Issued:** 9-5-14  
**Product Affected:** G3 Visions  
**Reason For Bulletin:** OTP connectors coming loose  
**Serial Numbers:** ALL  
**Reference SCO:** n/a

### **Description:**

#### **Reason for Change:**

The two OTP connectors on the back of the G3 Vision (OTP1- black and OTP2 - blue) could come loose during operation in the field.



#### **Background/Cause:**

Recent events and symptoms experienced by a KSI Sales person with their Vision DVR led them to investigate other possible root causes with their DVR. The symptoms he experienced with his DVR had to do with getting a black screen during boot up. And this was an intermittent symptom on many occasions. The Sales person found the screws holding the OTP2 connector to the chassis had worked their way loose allowing for a loose connector which may have been the cause for their boot up issue. The connector was tightened and the cable reconnected and it has been working great ever since.

After talking with a KSI tech, it is very possible for the chassis nuts to work themselves loose when the cable connector is tightened and then loosened. When a very tight cable connector is

loosened it could loosen the chassis nut as well as they both turn the same direction when tightened and subsequently when loosened.

Due to the intermittent nature of this issue, it is possible that other symptoms could be manifested as well due to loose connections at these two connectors. The Vision features using these two cables are as follows:

**OTP2**

Crash Detect  
GPS Mark  
ClearComm/Expense

**OTP1**

MMC  
Brake, Siren Lights Input  
Ign. Circuit Input  
MDC Data

**Solution:**

Make sure the “chassis” nuts on the OTP1 and OTP2 connectors that are part of the chassis are always tight.

After doing some research, we found the supplier was indeed using “blue” Loctite on these screws and had been for over a year (meaning all of 2014 and part of 2013). We will request that the supplier start using “red” Loctite for these screws going forward.

We have also cautioned the production and Depot techs to watch for this condition and correct when necessary using red Loctite.

**Technical Details:**

- 1) If OTP1 and OTP2 cables are connected, remove/disconnect them.
- 2) With the appropriate hex drivers, loosen the OTP1 and OTP2 connector screws.
- 3) Apply a dab of red Loctite.
- 4) Retighten the connector’s screws.
- 5) Reconnect the cables, if applicable.

Owner: D. Gaskins

Customer Service: TSS

Field Service: n/a