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Antenna Council  
Conseil des structures,  
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# STAC Alert

## UPDATED 12/21/17

Date: December 21, 2017

Alert Reference #: SA-0002-B

### Hazard: Loose Pin on Cougar Trolley 3.0 (p/n 4.957.0042.001)

**UPDATE** On December 15, 2017, Trylon received a *Cougar Trolley 3.0* from a customer as per this initial STAC ALERT (#SA-0002). Specifically, the complaint was that the knurled pin became loose which rendered the device ineffective. No injuries or damage were reported to Trylon relating to this returned device.

The defect was identical to the other recalled Trolleys returned to Trylon over the last few months with the exception of the appearance of the markings on the pin; the returned Trolley was within the scope of recall and had been inspected for signs of the dimple-marking after the initial recall notice.

The initial recall notice limited the inspection to the dimple-markings only however this update is being provided to advise that **Trylon has now issued a recall on the affected lot, which is comprised of 250 units.** Trylon will conduct an inspection of all units in the lot and will return the units after inspection. If any units are found to be defective, Trylon will replace the affected unit(s). Recall notices have been issued to all customers and all serial numbers forming part of this recall are listed below within this notice.

The serial numbers affected by this updated recall notice are as follows: 1612001 - 1702250

#### **ISSUE (originally communicated Aug 3, 2017):**

A Trylon customer has recently reported that the knurled pin which holds the energy absorber into the aluminum *Cougar Trolley 3.0* body came loose and fell out during use on a site. The absence of the pin rendered the Trolley ineffective. No injuries or damage were reported to Trylon relating to this matter.

Trylon conducted a full investigation of the (6) affected Trolleys that were shipped back for inspection; this notice is a compilation of the findings of that investigation. Upon examination, it was noted that the returned Trolleys had 'dimple' markings on the end of the knurled pins. See the below pictures for examples of this mark (larger version of each image is available on the final pages of this document).



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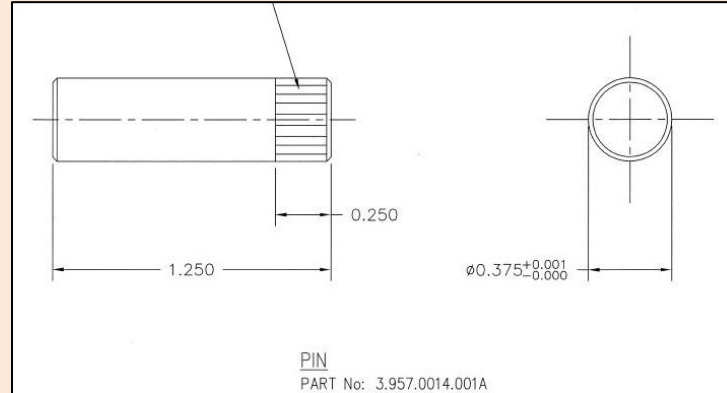
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These marks indicate that the knurled pins were removed from the aluminum Trolley body during production and then re-used during final assembly of the Trolley. Although several trolleys bearing this mark have been checked by Trylon and found to be secure, and Trylon could not re-produce a loose pin condition through removal and reuse, there is a potential that the knurled pins could become loose with significant usage and rough handling.

The problem is limited only to *Cougar Trolley 3.0s* with knurled pins bearing this dimple marking. Further, the potential for this marking has been traced back to a single batch of Trolleys assembled by Trylon in December 2016 – January 2017. **UPDATE: This issue is no longer limited to knurled pins bearing the dimple marking.**

## SAFETY PRECAUTION:

This bulletin is to inform the readers how to visually inspect Trolley pins to determine if they are from the batch that could be susceptible to this issue, and how to seek replacement Trolleys if required.

## ACTION:

STAC and Trylon would ask that all of your purchased *Cougar Trolley 3.0s* (p/n 4.957.0042.001) are inspected immediately for this dimple-mark on the pin. If no mark is present, your Trolley is not affected by this issue.

If, however, you discover dimple marking(s) on the pin of your Trolley, please remove it from service immediately and contact Trylon's Quality Manager Blake Niemi for direction ([blake.niemi@trylon.com](mailto:blake.niemi@trylon.com), 519-669-5421 x1265).

*Cougar Trolley 3.0 returns should be sent to:*

Trylon TSF  
21 South Field Drive  
Elmira, ON  
N3B 0A6  
Attention: Trylon Quality  
Re: Trolley Replacement Request



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## ADDITIONAL ACTIONS TAKEN:

Please note that Tylon has taken efforts to contact all potentially affected customers directly with regards to the contents of this STAC Alert, and to inform them of the potential risks and available recourse.

Furthermore, CSA has been contacted by Tylon (case file #: LRMD -2017-0335) to report and document the voluntary recall.

## SAFETY DISCUSSION:

Inform all field staff about this alert immediately, and discuss during your next crew safety meetings to ensure all workers have inspected their Cougar Trolley 3.0, as necessary.

Furthermore, manufacturer's instructions must be followed regarding proper system use, maintenance and installation. Alterations or misuse of product, or failure to follow instructions, may result in serious injury or death.

**Note:** Please share this bulletin with others in your organization

## CONTACT:

If you have questions about this bulletin, or to get information or advice, please contact:

Nick Kyonka at 613-233-4888 or [info@stacouncil.ca](mailto:info@stacouncil.ca)



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**IMAGE 1:** Example of dimple markings on Cougar Trolley 3.0 knurled pin



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**IMAGE 2:** Additional example of dimple markings on Cougar Trolley 3.0 knurled



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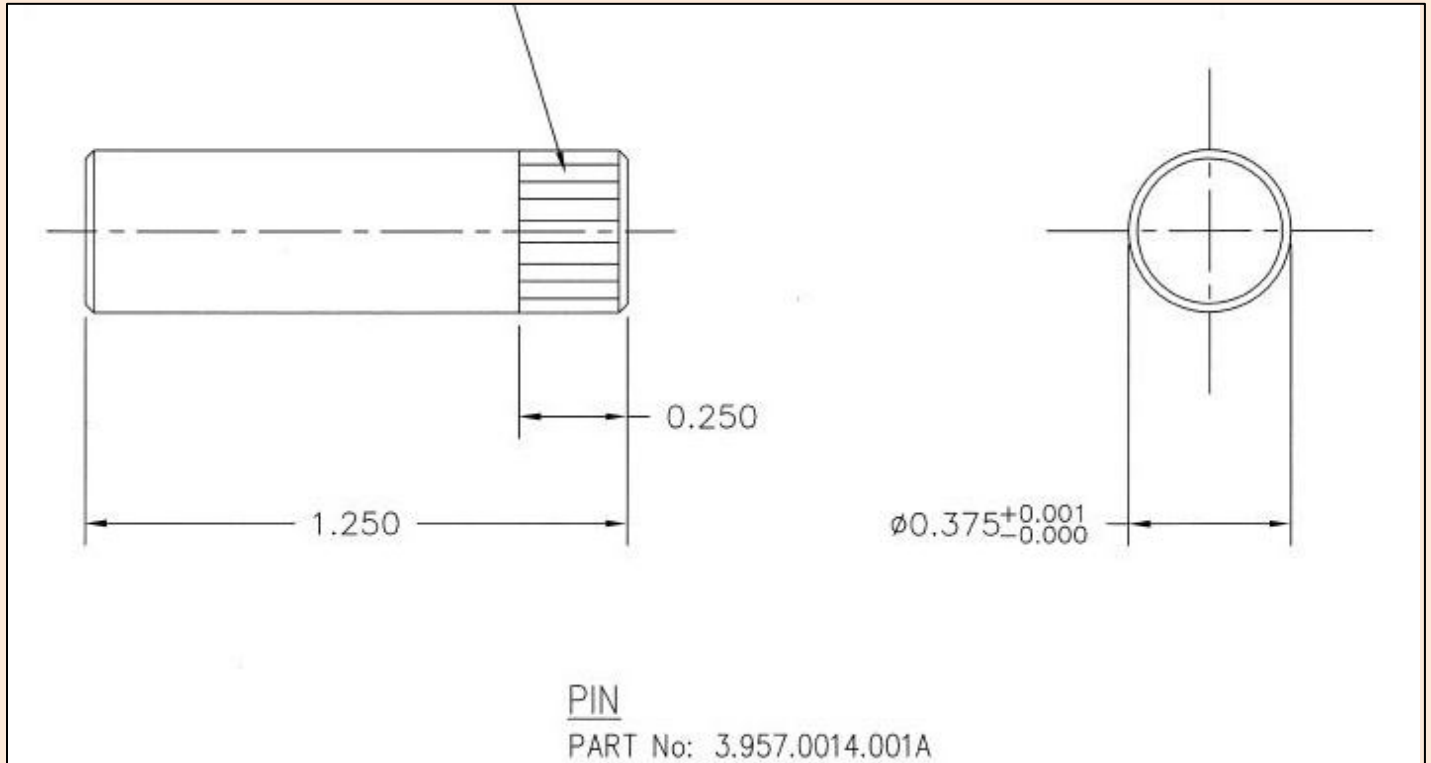
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**IMAGE 3:** Engineered drawing of a Cougar Trolley 3.0 knurled pin



The Structure, Tower and Antenna Council (STAC) helps ensure communications antennas in Canada continue to be constructed with the highest regard to worker safety.

STAC is a non-profit Council of the Canadian Wireless Telecommunications Association, representing and providing a collaborative forum for Canadian wireless communications carriers, tower owners/operators, tower and rooftop equipment engineering service suppliers, and wireless communication facilities construction and maintenance contractors.

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