



Siemens Technical Bulletin STAB14-0086

# Issue with Heimdall Kerbside Units

15th January 2014

**Product:** *Heimdall Kerbside***Modifications Req:** *No***Retrospective Action Req:** *No***Priority of Change:** *Action only if problem exists*

- ✓ Introduction
- ✓ Scope
- ✓ Procedure
- ✓ Related documents

## Introduction

This bulletin is notification of a fault which impacts Heimdall Kerbside units.

## Scope

Heimdall Kerbside units with build dates from September 2013 to November 2013 (build date is displayed next to the unit's serial number).

## Procedure

After reports of Heimdall Kerbside failures in the field, a detailed investigation has uncovered an issue with the radar antennas used by the Heimdall Kerbside units.

Faulty antennas' can be identified by one of the following symptoms:

- **Kerbside Unit goes into a Permanent Detect State directly after calibration or on the first Detect**
- **Kerbside Unit calibrates ok but fails to detect within the near zone**

If you have a Kerbside unit which has a build date of September ~ November 2013 and displays either of these symptoms, please return it as faulty to Poole for replacement.

Siemens have implemented additional production tests to specifically identify this antenna issue and all units dispatched from December 2013 onwards have been tested to ensure they do not exhibit this failure mechanism.

## Related documents

n/a

**Approved by:** Keith Manston

## Harry Smyth

Senior Product Engineer

Technical Support

### Traffic Solutions

Sopers Lane, Poole, Dorset BH17 7ER

Tel: +44 (0)1202 782027

Mob: +44 (0)7969 484645

Email: > [harry.smyth@siemens.com](mailto:harry.smyth@siemens.com)

> [www.siemens.co.uk/traffic](http://www.siemens.co.uk/traffic)

*Committed to quality traffic solutions and service excellence*