



Number: FS-2014-01

Date: April 23, 2014

Model: All Buses With Luminator or  
Twin Vision Destination Signs

Approved:

Robert L. Birdwell, Executive Director  
Quality Control & Field Service

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Subject: Use Of Sign USB Port To Charge Cell Phones

***Please read the attached Operational Warning issued by Luminator Twin Vision on the hazards of utilizing the USB port on their destination sign to charge cell phones.***

***This can result in operational issues up to a total failure of the sign system.***


***Damage caused by this practice is not warrantable.***

FIELD  
SERVICE  
BULLETIN

RLB:rlb

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Gillig, LLC  
25800 Clawiter Road  
Hayward, CA 94545  
(800) 735-1500  
(510) 785-1500  
[BB@Gillig.com](mailto:BB@Gillig.com)

**Luminator**  **TwinVision**

A Luminator Technology Group Company

**OPERATIONAL  
WARNING**

**POSSIBLE CORRUPTION OR FAILURE OF THE  
DESTINATION SIGN SYSTEM DUE TO IMPROPER USE OF  
THE USB PORT.**

**Luminator TwinVision has investigated reports of the destination sign systems locking up or failing while cell phone charging cables have been plugged into the USB port.**

**The Luminator ODK4 (P/N 510632-004) as well as the TwinVision OCU's (P/N 906-2111-000 & P/N 906-2113-000) can experience operational issues due to the USB port being used to charge cell phones. We have conducted an investigation and have found that cell phone charging cables plugged into the USB port may cause the destination sign system to lock-up or freeze rendering it inoperable. In other instances a cell phone charging cable plugged into the USB port has caused the corruption of software which is loaded into the master control units thus causing a total failure of the sign systems.**

**Please advise drivers to the fact that using the USB port on the Luminator ODK4 or TwinVision OCU may cause damage to the sign system. This damage could result in the voiding of the warranty since this practice goes beyond the intended use of the USB port.**

**Please contact your Luminator TwinVision Service Representative if you have any questions.**

RLB:rlb

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