



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 26, 2019

Ms. Mary Orcutt
Bookkeeper
VCI Emergency Vehicle Specialists
43 Jefferson Avenue
Berlin, NJ 08009

NEF-150MR
19V-401

Subject: Back Up Camera Display Image may be Reversed

Dear Ms. Orcutt:

This letter serves to acknowledge VCI Emergency Vehicle Specialists 's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CHEVROLET/C4500/2009
FORD/E-350/2014, 2017
FORD/E-450/2005-2006, 2009-2010, 2014, 2016
FORD/F-250/2015
FORD/F-350/2018
FORD/F-450/2015, 2017
FORD/F-550/2017-2018

Mfr's Report Date: May 29, 2019

NHTSA Campaign Number: 19V-401

Components:

EQUIPMENT

Potential Number of Units Affected: 22

Problem Description:

VCI Emergency Vehicle Specialists (VCI) is recalling certain 2017-2018 Ford F-550, 2014 E-350 and E-450, 2015 F-250 and F-450, 2016 E-450, 2017 E-350, F-450 and E-450, 2018 F-350, 2010 E-450, 2005-2006 E-450, 2009 E-450 and Chevrolet C4500-based Type I and Type III ambulances equipped with ASA Electronics Voyager monitors used to display the back-up camera image. The monitors may unexpectedly revert back to the factory default settings which may cause the camera image to be reversed.

Consequence:

The driver may inadvertently turn the wrong direction to avoid an object behind the vehicle, increasing the risk of a crash.

Remedy:

VCI Emergency Vehicle Specialists will work with ASA to notify the owners, and remedy the displays, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact ASA Electronics at 1-800-384-4400.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

By regulation, VCI is required to notify their customers by first class mail on VCI letterhead.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As required in Part 573.6(c)(6), in the case of a defect, a chronology is required of the events that resulted in VCI filing a recall.

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement