

# Part 573 Safety Recall Report

# 19V-104

**Manufacturer Name :** Spartan Motors USA

**Submission Date :** FEB 18, 2019

**NHTSA Recall No. :** 19V-104

**Manufacturer Recall No. :** 19002



## Manufacturer Information :

Manufacturer Name : Spartan Motors USA

Address : 1541 Reynolds Road

Charlotte MI 48813

Company phone : 517-543-6400

## Population :

Number of potentially involved : 5,855

Estimated percentage with defect : 100 %

## Vehicle Information :

Vehicle 1 : 2018-2019 Fleet Vehicle Services Truck Body and Velocity

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : HATCHBACK

Power Train : DIESEL

**Descriptive Information :** The recall population was determined by using part numbers 16516300-MN019 and 16517658 which correlates to ASA Electronics, LLC part number for back up camera-monitor model number VOM74MMx, Revisions A through C. Other vehicles do not use this model monitor.

**Production Dates :** OCT 12, 2017 - FEB 04, 2019

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** Driver's monitor could display an image that is reverse of what is expected (what is left of rear displayed to the right on the monitor).

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Rear Camera Image may be Reversed

If the camera displays the image in reverse, the driver may inadvertently turn the wrong direction to avoid hitting an object behind the vehicle, increasing the risk of a crash.

**Description of the Cause :** Mirror monitor has factor default setting set to mirror mode. During a voltage drop condition, at a precise time, the monitor could be interrupted during start up causing it to revert from user defined settings back to its default settings.

**Identification of Any Warning that can Occur :** A reverse image could occur without warning.

**Supplier Identification :****Component Manufacturer**

Name : ASA Electronics, LLC  
Address : 2602 Marina Drive  
Elkart INDIANA 46514  
Country : United States

**Chronology :**

On, or near, January 24, 2019, a customer complaint was received indicating the monitor was showing a reverse image on certain vehicles. Spartan began investigation with ASA Electronics, LLC. Between January 25 - 31, 2019 ASA Electronics attempted to replicate the complaint as described by the customer. After the condition was replicated, Spartan worked to determine the total number of units affected and conducted a risk assessment and on February 8, 2019 Spartan determined this issue to be related to motor vehicle safety. On 2/15, after inquiring about other similar monitors and their default settings, Spartan identified an additional 388 units that are equipped with other model monitors that may be subject to the same condition for which this filing was generated.

**Description of Remedy :**

Description of Remedy Program : A relay harness, with a capacitor, will be installed on the affected vehicles. This will be done at no charge. Previous claims/complaints would have been paid through normal course of warranty.

How Remedy Component Differs from Recalled Component : The remedy component is at revision level D. The revision level can be identified by an alphanumeric serial code at the bottom of said label. The first letter in the alphanumeric serial code is the revision level. For example, C1118SLCN02142. Revision level D changes the default setting to normal view at the monitor.

Identify How/When Recall Condition was Corrected in Production : Spartan's production was corrected on, or near, February 4, 2019.

**Recall Schedule :**

Description of Recall Schedule : The Fleet Vehicle Services (FVS) business unit does not utilize dealers.  
Planned Dealer Notification Date : NR - NR  
Planned Owner Notification Date : MAR 01, 2019 - MAR 01, 2019

\* NR - Not Reported