

# Part 573 Safety Recall Report

# 19V-261

**Manufacturer Name :** Eldorado National-Kansas

**Submission Date :** MAY 16, 2019

**NHTSA Recall No. :** 19V-261

**Manufacturer Recall No. :** NR



## Manufacturer Information :

Manufacturer Name : Eldorado National-Kansas

Address : 1655 Wall Street

Salina KS 67401

Company phone : 7858271033

## Population :

Number of potentially involved : 296

Estimated percentage with defect : 1 %

## Vehicle Information :

Vehicle 1 : 2017-2018 Ford Aero Elite

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

**Descriptive Information :** ASA performed a root cause analysis in cooperation with the fabricating manufacturer. ASA Electronics determined that the conditions causing the recall can be replicated on all revision A thru revision C. If a voltage drop (below 7 volts) takes place at a precise moment during powerup of the monitor (such as vehicle start) the monitor can skip the user defined settings and load the factory default settings which can invert the camera image on the monitor. Revision D changed the default settings for the image to match the user setting preventing this image from inverting. The alphanumeric serial code at the bottom of the label can be used to identify the affected items. As an Example (C1118SLCN02142) the first letter is the revision "C." The following four numbers are a date code in MMY format. The affected products will have serial number starting with A, B, or C.

ASA provided serial numbers of the affected product provided to ElDorado.

Production Dates : MAY 01, 2017 - DEC 13, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2017-2018 Ford Aerotech

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

**Descriptive Information :** ASA performed a root cause analysis in cooperation with the fabricating manufacturer. ASA Electronics determined that the conditions causing the recall can be replicated on all revision A thru revision C. If a voltage drop (below 7 volts) takes place at a precise moment during powerup of the monitor (such as vehicle start) the monitor can skip the user defined settings and load the factory default settings which can invert the camera image on the monitor. Revision D changed the default settings for the image to match the user setting preventing this image from inverting. The

alphanumeric serial code at the bottom of the label can be used to identify the affected items. As an Example (C1118SLCN02142) the first letter is the revision "C." The following four numbers are a date code in MMY format. The affected products will have serial number starting with A, B, or C.

ASA provided serial numbers of the affected product provided to ElDorado.

Production Dates : MAY 01, 2017 - DEC 13, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2017-2018 Ford Advantage

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : ASA performed a root cause analysis in cooperation with the fabricating manufacturer. ASA Electronics determined that the conditions causing the recall can be replicated on all revision A thru revision C. If a voltage drop (below 7 volts) takes place at a precise moment during powerup of the monitor (such as vehicle start) the monitor can skip the user defined settings and load the factory default settings which can invert the camera image on the monitor. Revision D changed the default settings for the image to match the user setting preventing this image from inverting. The alphanumeric serial code at the bottom of the label can be used to identify the affected items. As an Example (C1118SLCN02142) the first letter is the revision "C." The following four numbers are a date code in MMY format. The affected products will have serial number starting with A, B, or C.

ASA provided serial numbers of the affected product provided to ElDorado.

Production Dates : MAY 01, 2017 - DEC 13, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2017-2018 Ford Goshen Impulse

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : ASA performed a root cause analysis in cooperation with the fabricating manufacturer. ASA Electronics determined that the conditions causing the recall can be replicated on all revision A thru revision C. If a voltage drop (below 7 volts) takes place at a precise moment during powerup of the monitor (such as vehicle start) the monitor can skip the user defined settings and load the factory default settings which can invert the camera image on the monitor. Revision D changed the default settings for the image to match the user setting preventing this image from inverting. The alphanumeric serial code at the bottom of the label can be used to identify the affected items. As an Example (C1118SLCN02142) the first letter is the revision "C." The following four numbers are a date code in MMY format. The affected products will have serial number starting with A, B, or C.

ASA provided serial numbers of the affected product provided to ElDorado.

Production Dates : MAY 01, 2017 - DEC 13, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

## Description of Defect :

**Description of the Defect :** The monitor has factory default settings and user-defined default settings within the monitor's software.  
As the monitor powers up (takes a few seconds) at a specific time it loads the user defined settings. If the power up sequence is interrupted by a power drop at a precise time the monitor may not be able to load the user settings and will load the default settings which will reverse the image on the monitor. The user defined setting for image is "NORMAL". The factory default setting for image is "MIRROR". The monitor image will stay in "MIRROR" mode until the user selects "NORMAL" in the settings.  
Other effects of the factory default settings being loaded is shown below.

1. When the unit powers up using the factory default settings the mirror monitor Auto On will be OFF. The Monitor, if the factory default settings are loaded, has to be manually turned ON instead of coming on by itself.
2. When the user manually turns ON the unit the factory default for volume will be at 50% instead of 0 (user-defined) which allows outside noise, which is a nuisance.
3. At this point the default of the image is inverted or put into Mirror mode (Safety issue).
4. This would all happen before the driver puts the vehicle in Drive (if they notice the monitor is actually turned OFF)

No related accidents, injuries, or fatalities have been reported to ASA. The first incident of a reverse image being displayed was confirmed with a unit on December 13th, 2018.

Repair kits were available and in stock at ASA in February 2019. Instructions for installation on various chassis will be complete in March 2019.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** The rear view monitor image, as displayed to the driver is a mirror image of the normal image (left and right are reversed). This could influence the driver to make a decision that could lead to an accident.

**Description of the Cause :** Cause 1: Mirror Monitor tries one time during the startup process to load the user settings, if interrupted, it can load the default settings and then continue with startup.  
Cause 2: Vehicle voltage dropping at a precise time during the monitor being powered up can lead to an interruption of the startup.

**Identification of Any Warning that can Occur :** 1. When the unit powers up using the factory default settings the mirror monitor Auto On will be OFF. The Monitor, if the factory default settings are loaded, has to be manually turned ON instead of coming on by itself.  
2. When the user manually turns ON the unit the factory default for volume will be at 50% instead of 0 (user-defined) which allows outside noise, which is a nuisance.

3. At this point the default of the image is inverted or put into Min-or mode (Safety issue).

4. This would all happen before the driver puts the vehicle in Drive (if they notice the monitor is actually OFF).

## Supplier Identification :

### Component Manufacturer

Name : ASA Electronics LLC

Address : 2602 Marina Drive  
Elkhart INDIANA 46514

Country : United States

## Chronology :

March 26, 2019: ElDorado National received information from ASA that units of the affected population were shipped to ElDorado, Salina KS.

April 1, 2019: ElDorado received confirmation of the number of affected unit population shipped to ElDorado.

April 1, 2019: ElDorado decided to file a 573 Report.

## Description of Remedy :

Description of Remedy Program : ASA will work with ElDorado, ElDorado dealers, and vehicle owners to implement a field repair program. The serial number of the mirror monitors and the VIN numbers of the repair units will be tracked by ASA and reported to ElDorado.

How Remedy Component Differs from Recalled Component : The field fix module, which is approximately 1" x 1.5" x 1.5" is added to the wiring of the mirror monitor. Also, Rev D serial number will not invert the image if loading default settings.

Identify How/When Recall Condition was Corrected in Production : There are no vehicles in production at ElDorado with the recalled component.

## Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : MAY 15, 2019 - MAY 15, 2019

Planned Owner Notification Date : MAY 17, 2019 - MAY 17, 2019

\* NR - Not Reported