OMB Control No.: 2127-0004

Part 573 Safety Recall Report

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

Population :

Number of potentially involved : 296 Estimated percentage with defect : 1%

Company phone: 7858271033

Vehicle Information :

BUSES, MEDIUM & HEAVY OTHER	VEHICLES		
	1		
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 MMYY 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.			
MAV 01 2017 DEC 12 201	Q		
	End: NR	□ Not sequential	
2017-2018 Ford Aerotech			
escriptive 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			
	OTHER NR ASA performed a root cause manufacturer. ASA Electron be replicated on all revision place at a precise moment of monitor can skip the user d can invert the camera image for the image to match the u alphanumeric serial code at affected items. As an Examp The following four numbers will have serial number star ASA provided serial number MAY 01, 2017 - DEC 13, 201 Begin : NR 2017-2018 Ford Aerotech BUSES, MEDIUM & HEAVY V OTHER NR ASA performed a root cause manufacturer. ASA Electron be replicated on all revision place at a precise moment of monitor can skip the user d can invert the camera image	BUSES, MEDIUM & HEAVY VEHICLES OTHER NR ASA performed a root cause analysis in cooperation manufacturer. ASA Electronics determined that the be replicated on all revision A thru revision C. If a vo place at a precise moment during powerup of the mo- monitor can skip the user defined settings and load t can invert the camera image on the monitor. Revisio for the image to match the user setting preventing th alphanumeric serial code at the bottom of the label c affected items. As an Example (C1118SLCN02142) th The following four numbers are a date code in MMYY will have serial number starting with A, B, or C. ASA provided serial numbers of the affected product MAY 01, 2017 - DEC 13, 2018 Begin : NR End : NR 2017-2018 Ford Aerotech BUSES, MEDIUM & HEAVY VEHICLES OTHER NR ASA performed a root cause analysis in cooperation manufacturer. ASA Electronics determined that the be replicated on all revision A thru revision C. If a vo place at a precise moment during powerup of the mo- monitor can skip the user defined settings and load t can invert the camera image on the monitor. Revisio	



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	affected item The following will have ser	ıs. As an Examj g four number ial number sta	ble (C1118SLCN021) s are a date code in M rting with A, B, or C.	abel can be used to identify t 42) the first letter is the revi MMYY format. The affected p oduct provided to ElDorado.	sion "C." products
Production Dates :	MAY 01, 201	7 - DEC 13, 20	8	-	
VIN Range 1:	Begin :	NR	End: NR	Not s	equential
Vehicle 3 : Vehicle Type : Body Style : Power Train :	BUSES, MEDI OTHER	Ford Advantage IUM & HEAVY			
Descriptive Information :	manufacture be replicated place at a pre- monitor can a can invert the for the image alphanumeri affected item The following will have seri	er. ASA Electro I on all revision ecise moment of skip the user d e camera imag e to match the ic serial code a ns. As an Examp g four number ial number sta	nics determined that A thru revision C. If luring powerup of the efined settings and be on the monitor. Recuser setting prevent to the bottom of the lat ble (C1118SLCN0214 s are a date code in Marting with A, B, or C.	tion with the fabricating t the conditions causing the f a voltage drop (below 7 vol- ne monitor (such as vehicle s load the factory default setti vision D changed the defaul ing this image from invertin- abel can be used to identify the first letter is the revionation MMYY format. The affected product provided to ElDorado.	lts) takes start) the ngs which t settings g. The he ision "C." products
Production Dates :	MAY 01, 201	7 - DEC 13, 20	8		
VIN Range 1:	Begin :	NR	End: NR	Not s	equential
Vehicle 4 : Vehicle Type : Body Style : Power Train :	BUSES, MEDI OTHER	Ford Goshen In IUM & HEAVY	-		
Descriptive Information :	ASA perform manufacture be replicated place at a pre- monitor can a can invert the for the image alphanumeri	er. ASA Electro I on all revision ecise moment of skip the user d e camera imag e to match the ic serial code a	nics determined than A thru revision C. If luring powerup of the efined settings and be e on the monitor. Re- user setting prevent to the bottom of the later	t the conditions causing the f a voltage drop (below 7 vol- ne monitor (such as vehicle s load the factory default setti vision D changed the defaul ing this image from invertin- abel can be used to identify to 42) the first letter is the revi	lts) takes start) the ngs which t settings g. The he
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Production Dates :	The following will have seri ASA provideo	g four number ial number sta d serial numbe	s are a date code in M rting with A, B, or C. rs of the affected pro	-	

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.
	 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. 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 : FMVSS 2 :	
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.
• •	 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. When the user manually turns ON the unit the factory default for volume will be at 50% instead of O (user-defined) which allows outside noise, which is a
	nuisance.
i ne infor	mation contained in this report was submitted pursuant to 49 CFR §573

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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.
5 1	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.
dentify How/When Recall Condition was Corrected in Production :	There are no vehicles in production at ElDorado with the recalled component.

Recall Schedule :

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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

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* NR - Not Reported

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