

***** IMPORTANT SAFETY RECALL 19E-069 *****
(RECORDATARIO IMPORTANTE PROGRAMA DE SEGURIDAD)

[NAME]
[COMPANY]
[STREET ADDRESS]
[CITY, ST ZIP CODE]



Nov 7th, 2019

This notice applies to your vehicle with VIN # _____

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act

This is a second recall. ASA Electronics LLC detected that the original fix which relates to motor vehicle safety in certain 2019 Sprinter work vehicles equipped with a mirror monitor (VOM74MM) that **previously had a Recall 19E009 Relay/Capacitor Harness Module** added to them **DID NOT WORK**. We urge you to have the monitor replacement installed and the harness module removed as soon as possible.

This recall condition relates to vehicles that have a **Relay/Capacitor Harness Module (PVOM74MMFFK)** installed under the seat in 2019 Sprinters and has a VOM74MM Mirror Monitor that has a serial number starting with "A", "B", "C", or "D".

		
This Relay/Capacitor Harness Module (13" long) was installed under the Driver's Seat (Sprinters)	VOM74MM Voyager Monitor: Relay/Capacitor Harness Module powers this Voyager Monitor	VOM74MM serial numbers that start with A, B, C, or D can be affected.

Recall Number and Description: 19E-069 – VOM74MM Mirror Monitor Field Repair

What is the issue? On your vehicle, it may be possible for the VOM74MM mirror monitor to not turn on or be intermittent. The driver may not have the ability to see behind the vehicle to avoid an object or person **increasing the risk of a crash**. Please utilize the side mirrors if the mirror monitor is not working until the repair is implemented. **This repair will be done free of charge.**

What are we asking you To Do? Please contact 1-877-384-4400 to arrange a VOM74MM Mirror Monitor replacement to Rev E (or F) and the removal of the Relay/Capacitor Harness Module free of all charges. ASA Electronics will be happy to work with your local dealer service center or fleet maintenance shop to schedule a successful repair. The VIN number and VOM74MM serial number will be required for ASA to supply the replacement monitor and supply the instruction to inspect/remove the Relay/Capacitor Harness Module.

Service Assistance: If you have additional questions, please contact ASA's Customer Relationship Center at 1-877-384-4400 and one of our representatives will actively assist you. Monitor replacement and Relay/Capacitor Harness removal instructions are available if needed. Our office hours are Monday through Friday: 7:00AM – 6:00PM (EST).

If you wish to contact us through email, please send all inquiries to: recall@asaelectronics.com

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relacion con Clientes al 1-877-384-4400

Labor Time: Monitor replacement and Relay/Capacitor Harness removal may take up to 30 minutes. However, due to service scheduling times, your service provider may need your vehicle for a longer period.

Changes: Please contact ASA's Customer Relationship Center at 1-877-384-4400 if your address has changed or if the vehicle(s) have been sold or traded.

Complaint: If the service repair has failed or is unable to remedy the issue without charge within a reasonable time, contact ASA's Customer Relationship Center at 1-800-688-3135. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>

We apologize for any inconvenience this may cause and want to assure you that, with your assistance, we will correct this condition. Your safety is important to us. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

Thank you for your attention in this important matter.

ASA Electronics