



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 18, 2020

Mr. Steve Merkle
Compliance Engineer
Braun Ambulances
1170 Production Drive
Van Wert, OH 45891

NEF-150MR
20V-647

Subject: Lighting and HVAC Display May Lock Up

Dear Mr. Merkle:

This letter serves to acknowledge Braun Ambulances'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:

BRAUN AMBULANCES/CHIEF XL TYPE I/2019
BRAUN AMBULANCES/CHIEF XL TYPE III/2019-2020
BRAUN AMBULANCES/EXPRESS PLUS TYPE I/2018-2020
BRAUN AMBULANCES/EXPRESS TYPE III/2019
BRAUN AMBULANCES/LIBERTY TYPE I/2019
BRAUN AMBULANCES/RAIDER TYPE I/2019
BRAUN AMBULANCES/SUPER CHIEF/2019

Mfr's Report Date: October 21, 2020

NHTSA Campaign Number: 20V-647

Components:

BACK OVER PREVENTION:DISPLAY FUNCTION
ELECTRICAL SYSTEM: INSTRUMENT PANEL

Potential Number of Units Affected: 156

Problem Description:

Braun Ambulances (Braun) is recalling certain 2019 Chief XL Type I and 2019-2020 Chief XL Type III, 2018-2020 Express Plus Type I and 2019 Express Type III, Liberty Type I, Raider Type I and Super Chief ambulances. The lighting and HVAC display may lock up affecting functions like the back up camera, emergency warning lights, or patient care devices depending on the application.

Consequence:

The vehicle operator may not be able to read the LCD screen or use the buttons or both. If the LCD display appears blank, emergency personnel may not have immediate access to the functions and controls operated by the LCD screen which could delay emergency operations, increasing the risk of injury to a patient or increase the risk of a crash.

Remedy:

Braun will notify owners and dealers will remove the defective Vista IV and replace with a new Vista IV, free of charge. The recall is expected to begin November 2020. Owners may contact Braun Ambulance customer service at 1-877-344-9990.

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.

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).

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
Chief, Recall Management Division
Office of Defects Investigations
Enforcement