



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

1200 New Jersey Avenue SE  
Washington, DC 20590

January 5, 2021

Mr. Robert Sorensen  
Vice President  
SVI Trucks  
3842 Redman Drive  
Fort Collins, CO 80524

NEF-150MR  
20V-805

**Subject:** Lighting and HVAC Display May Lock Up

Dear Mr. Sorensen:

This letter serves to acknowledge SVI Trucks'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:**

SVI TRUCKS/SVI TRUCKS/2020

**Mfr's Report Date:** December 21, 2020

**NHTSA Campaign Number:** 20V-805

**Components:**

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

**Potential Number of Units Affected:** 8

**Problem Description:**

SVI Trucks is recalling certain 2020 Fire Rescue Trucks equipped with Weldon V-MUX Vista IV displays. 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:**

If the LCD display becomes locked up or non-functional it can delay emergency efforts, which can increase the risk of an injury.

**Remedy:**

SVI Trucks will notify owners, and dealers will repair or replace the IV Standard LCD displays, free of charge. Owners may contact SVI Trucks customer service at 1-888-784-1112. SVI Trucks' number for this recall is 20E078.

**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](http://www.safercar.gov).

We have received SVI Trucks' proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

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).

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