

Part 573 Safety Recall Report

20V-752

Manufacturer Name : E-One Incorporated**Submission Date :** DEC 04, 2020**NHTSA Recall No. :** 20V-752**Manufacturer Recall No. :** NR**Manufacturer Information :****Manufacturer Name :** E-One Incorporated**Address :** 1601 S.W. 37TH AVENUE

Ocala FL 34474

Company phone : (904) 237-1122**Population :****Number of potentially involved :** 195**Estimated percentage with defect :** 100 %**Vehicle Information :****Vehicle 1 :** 2019-2021 E-ONE COMMERCIAL, CYCLONE 2, CYCLONE N, QUEST 2, TYPHOON, TYPHOON N**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :** OTHER**Power Train :** DIESEL

Descriptive Information : The recall population was determined by a revision decal on the display that identifies the remedy component from the recalled component.

The recalled products differ from other products because the units outside of the recall scope use a different design configuration and are not as susceptible to voltage drops outside the advertised operating range.

QTY: 4 – 2020 COMMERCIAL

QTY: 14 – 2021 COMMERCIAL

QTY: 1 – 2019 CYCLONE 2

QTY: 49 – 2020 CYCLONE 2

QTY: 1 – 2020 CYCLONE N

QTY: 3 – 2020 QUEST 2

QTY: 97 – 2020 TYPHOON

QTY: 26 – 2020 TYPHOON N

Production Dates : APR 07, 2020 - NOV 14, 2020**VIN Range 1 : Begin :** 1FVACYFE3LHLL8421 **End :** 4ENMAAA89L1003065 ☒ Not sequential

Description of Defect :

Description of the Defect : V-MUX Products manufactured from April 24 – Oct. 12, 2020 are more susceptible to low voltage spikes that are beyond the advertised voltage specifications for the product. Product within the date range may experience 'lock up' condition where the LCD display or the entire unit may be nonfunctional until the power is reset. The potential for the condition and the functions connected to the display varies due to variation in electrical installation but may include back up camera, emergency warning lights, or patient care devices depending on the application.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Operator of vehicle may not be able to read the LCD screen and may not be able to use buttons or both unless they reset the power. 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.

Description of the Cause : Low voltage spikes beyond the specified voltage range for the product typically cause the product to restart. In some cases, the product is not restarting successfully. Component obsolescence required a design update and the product in the date range while meeting advertised specifications, is more susceptible to negative voltage spikes than previous version of the same product.
Vehicle design and installation wiring practices impact the negative voltage spike so there is expected variation between vehicle manufacturers and different applications from the same manufacturer.

Identification of Any Warning that can Occur : No warnings may precede the occurrence

Involved Components :

Component Name 1 : Weldon V-MUX Vista IV Standard

Component Description : Weldon V-MUX Display

Component Part Number : 6241-0010-00

Component Name 2 : Weldon V-MUX Vista IV Standard

Component Description : Weldon V-MUX Display

Component Part Number : 6241-0010-01

Component Name 3 : Weldon V-MUX Vista IV Standard

Component Description : Weldon V-MUX Display

Component Part Number : 6241-0110-01

Component Name 4 : Weldon V-MUX Vista IV Standard

Component Description : Weldon V-MUX Display

Component Part Number : 6241-0010-42

Component Name 5 : Weldon V-MUX Vista IV Standard

Component Description : Weldon V-MUX Display

Component Part Number : 6241-0010-43

Component Name 6 : Weldon V-MUX Vista IV Standard

Component Description : Weldon V-MUX Display

Component Part Number : 6241-0011-00

Supplier Identification :

Component Manufacturer

Name : Weldon

Address : 3656 Paragon Drive
Columbus OHIO 43228

Country : United States

Chronology :

On August 17, 2020, Weldon's engineering division received a report from a customer that an individual vehicle had a Vista IV display unit installed in a vehicle that was not operating as intended and the display screen was blank. Weldon conducted a site visit to inspect the unit and began to conduct further evaluation. At the end of August 2020, Weldon was able to replicate the condition reported by the customer. Further analysis took place through mid-September and indicated that a negative electrical spike that occurred at vehicle start up contributed to the condition and Weldon had resolved the issue for the individual vehicle. It was believed that the condition was due to the replacement of a obsolete component and the details of vehicle wiring. Weldon accounted for this possibility in updating product in its inventory. In late September, the customer

reported a second vehicle that experienced the same issue with the Vista IV display unit. Weldon examined the unit and in October 2020, found a different underlying issue contributed to the LCD screen on the Vista IV display unit going blank. In all cases, the screen would reset with a power cycle/restart. On October 13, 2020, Weldon decided to conduct a recall to address the units in the field.

E-ONE was informed of this determined to proceed with a recall on November 30, 2020.

Description of Remedy :

Description of Remedy Program : Replace or apply retrofit remedy as a factory recall. Owner/Dealer should take a photo of the revision decal, with the serial number, located on the Vista display. Contact E-ONE Customer Service at 352-237-1122, ensure that you have the truck's S.O Number or VIN available. E-ONE will to verify if the unit is affected by the Recall. E-ONE will provide a new Vista display and compensate the dealer or owner for installing the new components provided free of charge.

It will take approximately one (1) manhour to replace each display. Some vehicles have two (2) to three (3) displays.

How Remedy Component Differs from Recalled Component : A revision decal on the display identifies the remedy component from the recalled component. Units outside of the recall scope use a different design configuration and are not as susceptible to voltage drops outside the advertised operating range.

This applies to the Weldon V-MUX Vista IV Standard, a display, part numbers: 6241-0010-00, 6241-0010-01, 6241-0110-01, 6241-0010-42, 6241-0010-43, 6241-0011-00.

Identify How/When Recall Condition was Corrected in Production : Production shipments placed on hold until a new unit is supplied by the manufacturer.

Recall Schedule :

Description of Recall Schedule : 1) Email dealers a copy of the recall approximately 1 week before customers.
2) Mail customers the recall

Planned Dealer Notification Date : DEC 18, 2020 - JAN 01, 2021

Planned Owner Notification Date : JAN 08, 2021 - JAN 22, 2021

* NR - Not Reported