

	TECHNICAL SERVICE BULLETIN 20-11-REV1
	Horton Emergency Vehicles - i4G Vivtech

February 19, 2021

PRODUCT NAME: i4G Vivtech

PART NUMBER: 10020480 i4G REV A & B Vivtech Front
10020481 i4G REV A Vivtech Rear

A problem has been discovered with the Vivtech display units installed in Horton ambulances that controls various functions on the ambulance such as warning lights, module power, and other vocational functions. This TSB only applies to part numbers and revision levels shown above that are manufactured exclusively for Horton Ambulance and only for these part numbers and revision levels shipped between March & October 2020.

This revised bulletin supersedes previous communication on this topic.

Please be aware that this notice has been resent as an OS update has been added to the solution section of this notice for an effective remedy. This software update in addition to the hardware update. Both need to be installed. Refer also to end user/vehicle owner letter TSB 20-12 Rev 1.

PROBLEM DESCRIPTION

The processor that runs the display may stop functioning without warning. This impacts the display and the button functions which may not turn devices on or off if the control panel experiences a malfunction. The ambulance features and items that are operated through the control panel may not function if the control panel experiences a malfunction.

If the controls were not designed with a manual override or there is not an alternate way to control the function, the function may not be available without turning the vehicle power off and back on again and could delay emergency services. Turning the power to the display off and on again restores operation, however the issue can repeat without warning. This condition may prevent operation of either screen in a vehicle equipped with front and rear screens.

In some cases, the display may flash on and off and then return to normal operation. The user may not even notice this issue if they are not looking at the display.

The issue is random and may not have presented itself on many installations. The root cause of the issue is a power supply operating at a voltage which is at the upper limit for the processor so that the processor is prone to locking up or stalling and once locked up, the power must be turned off to reset the processor.

If the vehicle has already had the hardware remedy installed, confirm the OS has been updated as well. In order to prevent random issues, both the hardware and OS update need to be installed.

SOLUTION

Per agreement with Horton Emergency Vehicles, Weldon will execute the recall directly with vehicle owners and dealers to ensure that vehicle owners will not bear the repair cost. Horton will supply the customer information for the affected vehicles. The specific part numbers listed above which were manufactured from January 2020 thru October 2020 will be remedied.

The circuit board will be changed with an updated part that does not have the processor power supply issue and Weldon will supply detailed work instructions on unit identification and remedy.

If the version of the software is older than OSV1.18 then the software should be updated to the latest version. See TSB 20-13 for more details on how to update the operating system.

New production after the change notice has been processed will have the revision incremented and will no longer have the deviation sticker. [10020480 REV C and 10020481 REV B]

When servicing older installations the OS can be updated to OSV1.18 without concern for compatibility issues.

EFFECTIVITY

538 total units are affected and need both the hardware and the OS update. There are 251 front units and 287 rear display units.

Please note that it is a violation of Federal Law to deliver a new motor vehicle or any new or used item of motor vehicle equipment covered by this notification under a sale or lease until the defect or noncompliance is remedied.