



December 4, 2020

SAFETY RECALL NOTICE: 20V-752

TO: All E-ONE Dealers

E-ONE has decided that a safety defect exists in certain E-ONE – COMM, CYC2, CYCN, QST2, TYPH, TYPN vehicles manufactured from April 2020 to November 2020 equipped with Weldon V-MUX Vista IV Flat Panel Equipment Recall #20E078. Accordingly, a recall to address this issue is being initiated effective December 4, 2020.

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. This defect could result in the operator of the 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. No warnings may precede the occurrence

Owners will be notified by mail about the recall and will be instructed to work with E-ONE to replace or apply a 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.

E-ONE is providing, free of charge, the necessary components and instructions to rectify the issue and will pay labor costs for inspecting and replacing the included components that have not already been replaced during normal maintenance.

Please be reminded that it is a violation of Federal law for you to sell, lease or deliver a new or used COMM, CYC2, CYCN, QST2, TYPH, TYPN equipped with Weldon V-MUX Vista IV Flat Panel Equipment Recall #20E078 covered by this notification until this recall has been performed on these COMM, CYC2, CYCN, QST2, TYPH, TYPN. Substantial civil penalties apply to violations of this law.



Your assistance with this recall is appreciated. Should you have any questions or concerns, please contact E-ONE Customer Service at (352) 237-1122.

Sincerely,

Leroy Stephens
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