



## Recall Work Instruction

Please read the entire Bulletin before proceeding with any work. Contact Rosenbauer America if there are any concerns with information contained in this document.

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**Subject:** Rosenbauer American Recall # 20V-779 regarding recalled Weldon Vista IV displays.

**Applies To:** Certain Rosenbauer Fire trucks that received Weldon manufacturer part numbers: 6242-0010-44, 6242-0010-30, 6242-0110-44 with serial numbers between: 10242924 and 10252498.

**Condition:** The displays could lose voltage for a moment when the voltage drops out (i.e. starting the engine) therefore, may not auto-restart on their own or may lose button function. More details can be found here: <https://static.nhtsa.gov/odi/rcl/2020/RCMN-20E078-6596.pdf>.

**Parts needed:** A remedied screen(s), USB, safety recall decal all provided by Rosenbauer America

**Tools Needed:** 7/16 wrench or socket.

**Time Allowed:** 30 minutes per screen

**Correction:** IMPORTANT: If you have a truck with two affected screens, you will receive two replacements. **THESE ARE NOT INTERCHANGEABLE**. A driver's-side screen must be replaced with the specific unit that was programmed for that position. Likewise, the officer-side screen only replaces that location.

1. Turn off Master Power.
2. Remove the affected Vista display (s) from the dash by accessing the screws at the top of the dashboard by reaching behind.
  - 2.1 Record the serial number on both new and old units on the lines below as well as the last 5 digits of the VIN.
  - 2.2 Be certain to include a completed copy of this form in the return shipment.
3. Unplug and swap in the new unit. Place the old unit carefully in the same packaging for return and use the included prepaid shipping label for shipment.
4. Reconnect all plugs securely to the new unit, then turn on Master Power and test the screen(s).
5. Finish re-installation by securing the screws in place.
6. Return the old unit with the provided prepaid shipping label. You can drop this off at a UPS Store. Please reuse the box if possible and include the old and new serial numbers, using this document.

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7. Affix the safety recall decal inside the officer side kick panel. Write on the decal the recall # 20V-779 and date the new screen was installed.



Last 5 digits of the VIN:

\_\_\_\_\_

S/N Old Vista: \_\_\_\_\_ S/N New Vista: \_\_\_\_\_

### Safety Recall Decal Installation Instruction

Located in officer side kick panel.



Open officer side kick panel.



Install decal here with recall number and date completed.





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If problems are noted: The USB memory stick you received should ONLY be used as a back-up; the replacement screen *should be pre-programmed when it arrives*. The memory stick will have ONLY the programming specific to the Vista shipped with it and can NOT be used to program other screens. In this event, plug in the USB drive to attempt to correct a programming.

If you still encounter problems, please call Rosenbauer America at 651-462-1000 for assistance or email [recalls@rosenbaueramerica.com](mailto:recalls@rosenbaueramerica.com).

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