



	TECHNICAL SERVICE BULLETIN 20-12 REV1
	<b>IMPORTANT SAFETY RECALL INFORMATION</b> <b>NHTSA RECALL 20E-088</b>

February 18, 2021

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Weldon, a division of Akron Brass, has decided a safety related defect exists with some Vivtech display units. The affected units were only installed in Horton Emergency Vehicles. The Vivtech model display units control various functions on the ambulance such as warning lights, module power, and other vocational functions depending on how the unit was programmed for the individual vehicle.

You are receiving this notice because Horton has provided information to Weldon that indicates you have an emergency vehicle that includes one or more of the Vivtech display units that is subject to this recall.

This revised notification supersedes previous communications on this topic. Weldon has identified an additional concern related to the Vivtek display unit where the software may prevent the display unit from operating. Weldon will conduct a recall campaign to address both of the issues and vehicles that have already been remedied with new hardware will also need to receive the additional software update. Please see the information below for further details on the issue and instructions how to schedule an appointment for the remedy.

### **PROBLEM DESCRIPTION**

The processor that runs the display unit may stop functioning without warning. If the control panel experiences a malfunction, the display unit and the associated button functions will be impacted. If a function controlled by the display unit was already “on” and the display unit fails, the function will stay on and will not turn off through the display unit, unless the power to the unit is cycled. Likewise, if a display function is “off” and the display fails, the function may not turn on using the display unit unless power to the unit is cycled. Emergency services could be delayed as a result, which can increase the risk of injury to others.

Until the display unit can be addressed, please use manual over-rides and/or backup systems, (where available) to operate the functions that are connected to the display unit. Information on any manual over-rides is available with vehicle documentation or contact your Horton dealer.

As an interim measure, turning the power to the display unit off and on again restores full operation, however, the issue can repeat without warning. If the vehicle is equipped with multiple display units, this condition may prevent operation of one or all screens.

Only the vehicles on the attached list are affected. Please verify you have these vehicles and contact Weldon with Vivtech Display serial number and the vehicle VIN number to obtain a free repair. If the vehicle has already had the remedy installed, confirm the software has been updated as well.

## **SOLUTION**

Please contact Weldon Customer Service at [wel dontechnicalservice@idexcorp.com](mailto:wel dontechnicalservice@idexcorp.com) using the subject line TSB 20-12 Attention: Brett Carlson to implement this recall. If you have additional questions or need assistance, please call Weldon Customer Service at 1-800-228-1161 for the remedy. Contacts can be provided for local service providers who can provide remedy in the form of returning the display for immediate factory service or replacing the circuit board as they become available. The factory can typically remedy your display and run thru production test in a couple days. During the installation in the vehicle, the software needs to be updated as well.

Units that have been previously remedied without the software update, need to be updated with a new software revision OS v1.18. Before updating, check your software revision. If the display does not show any version on power up, then it should be updated to OS v1.18 or the latest available version.

If you believe there is a failure to remedy this defect without charge to the end user/owner of the vehicle and within a reasonable period of time, you may submit a written complaint to the Administrator, NHTSA, 1200 New Jersey Ave, SE, Washington, DC 20590, or call the Vehicle Safety Hotline 1-888-327-4336 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> .

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.

Contact Customer Care PH. 800.228.1161 or your Weldon Representative for further detail