



December 4, 2020

IMPORTANT SAFETY RECALL: 20V-752
Weldon V-MUX Vista IV Flat Panel Equipment Recall #20E078

This notice applies to your vehicle VIN: X

UNIT: 1xxxxx

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

E-ONE has decided that a defect which relates to motor vehicle safety exists in certain models of the following emergency vehicles manufactured April 2020 to November 2020, equipped with Weldon V-MUX Vista IV Flat Panel Equipment Recall #20E078:

**E-ONE – 2019 CYC2, 2020 COMM, 2020 CYC2, 2020 CYCN, 2020 QST2, 2020 TYPH,
2020 TYPN, 2021 COMM**

WHY IS A RECALL BEING CONDUCTED?

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.

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.

No warnings may precede the occurrence.

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.

The affected item is the Weldon V-MUX Vista IV Flat Panel Equipment Recall #20E078.



WHAT ARE WE DOING ABOUT THE PROBLEM?

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 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.

WHAT SHOULD YOU DO?

If you receive this notification, please contact your E-ONE Dealer or E-ONE at 1-352-237-1122 to schedule an appointment to have the repairs performed.

INCLUDED WITH THIS LETTER IS AN OWNER RESPONSE CARD THAT MUST BE FILLED OUT AND RETURNED TO E-ONE IN ORDER TO BE REIMBURSED. Please have your Truck VIN available. After your repair has been completed, please fill in the appropriate information on the enclosed Owner Response Postcard, sign it, and mail it to:

E-ONE, 1601 SW 37th Ave, Ocala, FL, 34474.

If you prefer to contact E-ONE directly, feel free to contact our Customer Service at 1-352-237-1122. Please have your Truck VIN available.

WHAT IF YOU NO LONGER OWN THIS E-ONE – 2019 CYC2, 2020 COMM, 2020 CYC2, 2020 CYCN, 2020 QST2, 2020 TYPH, 2020 TYPN, 2021 COMM?

If you no longer the current owner of the vehicle, please indicate this on the Owner Response Postcard and return the card to *E-ONE, 1601 SW 37th Ave, Ocala, FL, 34474.*

WHO SHOULD YOU CONTACT IF YOU HAVE FURTHER QUESTIONS OR CONCERNS?

If you have any questions or concerns, please contact E-ONE Customer Service at 1-352-237-1122. Please have your Truck VIN available.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations

If you have already paid to have your E-ONE – 2019 CYC2, 2020 COMM, 2020 CYC2, 2020 CYCN, 2020 QST2, 2020 TYPH, 2020 TYPN, 2021 COMM repaired for this condition, you may



be eligible for reimbursement of the charges you paid for the repair or replacement of components. To learn more about what you need to do to obtain reimbursement call E-ONE Customer Service at 1-352-237-1122 and instructions will be provided. Please have your Truck VIN available.

If after having attempted to take advantage of this recall you believe you have not been able to have your E-ONE – 2019 CYC2, 2020 COMM, 2020 CYC2, 2020 CYCN, 2020 QST2, 2020 TYPH, 2020 TYPN, 2021 COMM remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1- 888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

E-ONE, Inc.



E-ONE NOTIFICATION PROGRAM

20V-752

Owner Response Postcard

VIN: X

UNIT: 1xxxxx

- This vehicle was inspected and repaired according to instructions.
- This vehicle was inspected and determined to not need repair.
- This vehicle was sold to: _____ (Name)
 _____ (Address)
 _____ (City, State/ZIP)
- This vehicle was stolen.
- This vehicle was destroyed.

Owner's (or Former Owner's) Signature

Date Signed

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law





Insert Customer Name

Insert Customer Address

Insert City, ST Zip