



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

August 26, 2021

Mr. Clifford Wooley
Tech Service Manager
PL Custom Emergency Vehicles
2201 Atlantic Ave
Manasquan, NJ 08736

NEF-107MR
21V-654

Subject: Lighting and HVAC Display May Freeze

Dear Mr. Wooley:

This letter serves to acknowledge PL Custom Emergency Vehicles's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

PL CUSTOM/TYPE III/2021

Mfr's Report Date: August 23, 2021

NHTSA Campaign Number: 21V-654

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

Potential Number of Units Affected: 1

Problem Description:

PL Custom Emergency Vehicles (PL Custom) is recalling one 2021 Ford E-450 emergency vehicle equipped with a Weldon V-Mux Vista IV Standard Liquid Crystal Display (LCD) used for controlling emergency vehicle lighting and HVAC functions. These displays may experience low voltage spikes and cause the LCD to freeze or become nonfunctional, due to varying electrical installations.

Consequence:

If the LCD freezes or becomes non-functional, emergency efforts can be delayed, increasing the risk of injury.

Remedy:

Dealers will replace the IV Standard LCD, free of charge. Owner notification letters are expected to be mailed in August 2021. Owners may contact PL Custom's customer service at 1-732-223-1411.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please ensure the following requirements are met:

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

AMENDED 573 REQUIRED.

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for PL Custom's determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

PL Custom Emergency Vehicles's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement