

Part 573 Safety Recall Report

21E-035

Manufacturer Name : Weldon Division of Akron Brass

Submission Date : APR 21, 2021

NHTSA Recall No. : 21E-035

Manufacturer Recall No. : TSB 20-10



Manufacturer Information :

Manufacturer Name : Weldon Division of Akron Brass

Address : 3656 Paragon Drive
COLUMBUS OH 43228

Company phone : 999

Population :

Number of potentially involved : 181

Estimated percentage with defect : 50 %

Equipment Information :

Brand / Trade 1 : Weldon V-Mux

Model : Vista IV Standard

Part No. : See Comments for PN

Size : N/A

Function : User Interface

Descriptive Information :

- This report refers to the same issue as 20E078 but includes additional units where there were multiple affected displays used in some vehicles.
- The recall population involves a specific PCA revision level
- Products not included in the recall have a different revision level.
- Affected products are all within the date range and part number list.
- Population is the result of an obsolete component replacement, so it is well defined by revision.

Production Dates : APR 24, 2020 - OCT 12, 2020

Description of Defect :

Description of the Defect : Products in the date range 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 application.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : 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 CD 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 which can risk the risk of injury.

Description of the Cause : 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 practice impact the negative voltage spike so there is expected variation between vehicle manufacturers and different different applications from the same manufacturer.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On August 17, 2020, Weldon's engineering division received a report from a customer that an individual vehicle had an VistaIV display unit installed in a vehicle that was not operating as intended and the display screen was blank. Weldon conducted a site visit to inspect the unit and began to conduct further evaluation. At the end of August 2020, Weldon was able to replicate the condition reported by the customer. Further analysis took place through mid-September and indicated that a negative electrical spike that occurred at vehicle start up contributed to the condition and Weldon had resolved the issue for the individual vehicle. It was believed that the condition was due to the replacement of an obsolete component and the details of vehicle wiring. Weldon accounted for this possibility in updating product in its inventory. In late September, the customer

reported a second vehicle that experienced the same issue with the Vista IV display unit. Weldon examined the unit and in October 2020, found a different underlying issue contributed to the LCD screen on the VistaIV display unit going blank. In all cases, the screen would reset with a power cycle/restart. On October 13, 2020, Weldon decided to conduct a recall to address the units in the field which was assigned recall number 20E-078. In the Q1 2021 quarterly report for 20E078, Weldon recognized that additional units needed to be included in the recall population to account for vehicles which had multiple affected displays installed. Weldon decided to include these units in the recall population on April 15, 2021 which required an additional recall report to be filed.

Description of Remedy :

Description of Remedy Program : Replace display unit as a factory recall. Warranty hours for remedy to be determined and included in the TSB sent to OEM vehicle manufacturers. Payment of OEM warranty hours are thru existing OEM business practices. Some manufacturers typically elect to have us handle the remedy direct with vehicle owners and if this is the case, the remedy will be applied thru service centers at no cost to vehicle owner. Research into exact remedy in on-going. Production shipments have been placed on hold. For clarity the Vista IV display subject to recall to be replaced per the owner notification letter.

How Remedy Component Differs from Recalled Component : A revision decal on the display identifies the remedy component from the recalled component. Units outside of the recall scope use a different design configuration and are not as susceptible to voltage drops outside the advertised operating range.

Identify How/When Recall Condition was Corrected in Production : Remedy was corrected in production by reworking all existing and returned inventory.

Recall Schedule :

Description of Recall Schedule : This is the same recall as 20E078 and letters were sent out under 20E078.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR
Address : NR
NR
Country : NR
Company Phone : NR

* NR - Not Reported