

Part 573 Safety Recall Report

21V-358

Manufacturer Name : Sutphen Corporation**Submission Date :** AUG 13, 2021**NHTSA Recall No. :** 21V-358**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Sutphen Corporation

Address : 6450 Eiterman Rd

Dublin OH 43016

Company phone : 6148891005

Population :

Number of potentially involved : 1

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2012-2012 Sutphen SP70

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : In a report dated October 16, 2020, Weldon a Division of Akron Brass notified NHTSA that a safety defect exists in certain Weldon V-Mux Vista IV Standard LCD displays used for controlling emergency vehicle lighting and HVAC functions in which these displays may experience low voltage spikes, and cause the LCD display to lock up or become nonfunctional, due to varying electrical installations. 1 unit was affected.

Production Dates : JUL 31, 2013 - JUL 31, 2013

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : displays may experience low voltage spikes, and cause the LCD display to lock up or become nonfunctional, due to varying electrical installations.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Can cause the display to not be operable.**Description of the Cause :** NR

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : Weldon Vista 4

Component Description : Multiplex display unit

Component Part Number : 6242-0011

Supplier Identification :

Component Manufacturer

Name : Sutphen Corporation

Address : 6450 Eiterman Rd.
Dublin Ohio 43016

Country : United States

Chronology :

Williams Fire purchased a Weldon Vista display from Sutphen, who purchased it from Weldon on 8/20/20. We were notified by Weldon about the recall on 11/16/20. I notified Williams Fire of the defect/recall on 11/16/20. The letter said for the customer to work with Weldon directly on a replacement, so Williams Fire reached out to Weldon. They shipped Weldon the bad display, Weldon repaired and sent it back to Williams Fire on 3/5/2021. Williams Fire replaced it on 3/15/21. No issues or injuries were reported in regards to this. It only causes a blank screen and is not a safety risk.

Description of Remedy :

Description of Remedy Program : Remedy was to send in defective part, have repaired if possible, and shipped back to customer/dealer for installation. All work has been completed and all charges have been covered by Weldon.

How Remedy Component Differs from Recalled Component : Weldon/IDEX notified us of the defect and had a new part shipped to our Dealer in Alabama. Notification from Weldon/IDEX is below.

We sold one unit to Sutphen that was affected by the recall, 6242-0011-36 SN 10250519, and it has already been sent in and repaired on RMA 7974. This was sent in from Williams Fire and sent back on 03-05-21.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Customer has already been notified, and the part has already been replaced. Done 3/05/2021

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported