

Part 573 Safety Recall Report

21V-535

Manufacturer Name : Toyne Inc.**Submission Date :** JUL 15, 2021**NHTSA Recall No. :** 21V-535**Manufacturer Recall No. :** 07-21**Manufacturer Information :**

Manufacturer Name : Toyne Inc.

Address : 104 Granite Ave.

PO Box 10 Breda IA 51436

Company phone : 673-2328

Population :

Number of potentially involved : 11

Estimated percentage with defect : 50 %

Vehicle Information :

Vehicle 1 : 2020-2020 Spartan Metro Star and Gladiator

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : 4-DOOR

Power Train : DIESEL

Descriptive Information : - Recall population is 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 20, 2020 - OCT 12, 2020

VIN Range 1 : Begin : 4S7AU2D90LC088644 End : 4S7CU2D96LC088723 Not sequential**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 the application.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : 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.

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 practices impact the negative voltage spike so there is expected variation between vehicle manufacturers and different applications from the same manufacturer.

Identification of Any Warning that can Occur : none

Involved Components :

Component Name 1 : Vista IV

Component Description : User interface

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : Weldon Division of Akron Brass

Address : 3656 Paragon Dr.

Columbus Ohio 43228

Country : United States

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.

Description of Remedy :

Description of Remedy Program : Replace or apply retrofit remedy 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.

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 : New parts have been made and shipped to customers/repair facilities for replacement.

Recall Schedule :

Description of Recall Schedule : Toyne Inc. contacted Weldon for replacement parts and had them shipped to the customer/dealer/repair facility for replacement of affected units.

Planned Dealer Notification Date : JUL 15, 2021 - JUL 31, 2021

Planned Owner Notification Date : JUL 15, 2021 - JUL 31, 2021

* NR - Not Reported