



FERRARA
Take Command.

December 22, 2020

IMPORTANT SAFETY RECALL: 21V-640

TO: All Ferrara Dealers

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

Ferrara 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:

2020 Ferrara Inferno, Igniter

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.

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Direct: 225-567-7100 • Toll Free: 800-443-9006 • Fax: 225-567-5260

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 Ferrara Customer Service at 800-443-9006, ensure that you have the truck's S.O Number or VIN available. Ferrara will verify if the unit is affected by the Recall. Ferrara 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.

Ferrara Fire Apparatus 27855 James Chapel Road Holden LA 70744

If you prefer to have the customer call Ferrara directly, feel free to have them contact Customer Service at 800-443-9006. Please have your Truck VIN available.

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

If you have any questions or concerns, please contact Ferrara Customer Service at 800-443-9006 Please have your Truck VIN available.

Charlie Grimes

Ferrara Fire Apparatus

800-443-9006

charlieg@ferrarafire.com

FERRARA NOTIFICATION PROGRAM

XX-XXX

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



