

# Part 573 Safety Recall Report

# 22V-173

**Manufacturer Name :** Hi-Tech E.V.S.**Submission Date :** MAR 22, 2022**NHTSA Recall No. :** 22V-173**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Hi-Tech E.V.S.

Address : 444 Greger St.

Oakdale CA 95361

Company phone : 847-3042

**Population :**

Number of potentially involved : 3

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2021 Spartan Gladiator and Metrostar

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : 4-DOOR

Power Train : DIESEL

**Descriptive Information :** On 12/22/20, we were notified of a recall by Spartan Fire Chassis which is the company that supplies us with the truck chassis that we build our fire truck bodies on. They referenced the original recall report that was filed by Weldon Division of Akron Brass regarding their Weldon V-Mux Vista Display.

At the time we received the communication, we were short on staff due to COVID and the person that normally handles these issues was no longer here and consequently it was overlooked at the time. I have recently been assigned to handle this issue and am now filing the report.

Per the information given us by Spartan, they identified (3) chassis that we purchased from them with the affected equipment. The particular units affected and part of this report are listed below.

Production Dates : JAN 01, 2019 - OCT 29, 2021

VIN Range 1 : Begin : 4S7CT2D93LC [REDACTED] End : 4S7CT2D93LC [REDACTED]  Not sequentialVIN Range 2 : Begin : 4S9CT2D97LC [REDACTED] End : 4S9CT2D97LC [REDACTED]  Not sequentialVIN Range 3 : Begin : 4S9AU2E94MC [REDACTED] End : 4S9AU2E94MC [REDACTED]  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 MAY EXPERIENCE "LOCK UP" CONDITION WHERE THE LCD DISPLAY OR THE ENTIRE UNIT MAY BE NONFUNCTIONAL UNTIL THE POWER RESETS. 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 : No warnings may precede the occurrence.

## Involved Components :

Component Name 1 : Weldon V-Mux Vista IV Interface

Component Description : Electronic control panel

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : Spartan Motors

Address : 1541 Reynolds Rd  
Charlotte Michigan 48813  
Country : United States

## Chronology :

On 12/22/20, we were notified of recall #20-E078 by Spartan Motors which is the company that supplies us with the truck chassis that we build our fire truck bodies on. They referenced the original recall report that was filed by Weldon Division of Akron Brass regarding their Weldon V-Mux Vista Display.

At the time we received the original communication, we were short on staff due to COVID and the person that normally handles these issues was no longer here and consequently it was overlooked at the time. As of 3/14/22 a new person was assigned to handle this issue and we have now identified (3) units that were delivered with the defective product. On March 22, 2022, Hitech decided to conduct a recall to address those units in the field.

## Description of Remedy :

Description of Remedy Program : Replace or apply retrofit remedy as a factory recall. Hitech will verify those units affected by the recall, notify the end users, and work with Spartan and the owner to schedule and complete the installation of a new Vista Display free of charge to the owner.

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 susceptible to voltage drops outside of the advertised operation range.

Identify How/When Recall Condition was Corrected in Production : N/A

## Recall Schedule :

Description of Recall Schedule : A recall letter detailing the defective issue/product along with the appropriate remedy instructions, will be generated and mailed out by first class mail on 4/22/22. A sample letter will be sent to NHTSA for approval at least 5 days prior to the 4/22/22 mail date.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : APR 22, 2022 - APR 22, 2022

\* NR - Not Reported