

# Part 573 Safety Recall Report

# 24V-928

**Manufacturer Name :** Oshkosh Corporation**Submission Date :** DEC 12, 2024**NHTSA Recall No. :** 24V-928**Manufacturer Recall No. :** NGDV\_TSB\_024**Manufacturer Information :**

Manufacturer Name : Oshkosh Corporation

Address : 2307 Oregon Street

PO Box 2566 Oshkosh WI 54903-2566

Company phone : 920-235-9151

**Population :**

Number of potentially involved : 118

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2025-2025 Oshkosh Defense NGDV ICE 2WD, ICE AWD &amp; BEV 2WD

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** The recall population includes all vehicles from start of production until a production change was implemented. The recall population was determined based on manufacturing records.

Production Dates : JUN 01, 2024 - DEC 05, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

**Description of the Noncompliance :** The driver's display may intermittently show a blank screen which does not allow the rear-view camera image to display when the vehicle is in reverse. As such, the vehicles do not comply with the requirements of FMVSS 111, rear visibility.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

**Description of the Safety Risk :** If the rearview image does not display as required by regulation, this can increase the risk of a crash during a backing event.

**Description of the Cause :** An issue with the microprocessor firmware on the vehicle head unit can cause the video service to lock up and display a blank screen on an intermittent basis.

**Identification of Any Warning that can Occur :** None.

**Involved Components :**

Component Name 1 : ECU, CAMERA360, NXX, SERIES

Component Description : Electronic Control Unit

Component Part Number : D014U997

## Supplier Identification :

### Component Manufacturer

Name : Voxx Automotive

Address : 2351 J. Lawson Boulevard

Orlando Florida 32824

Country : United States

## Chronology :

In September 2024, Oshkosh began to receive reports of drivers intermittently experiencing a blank screen on the overhead driver's display. The overhead driver's display presents a variety of images from the 360 degree camera system as well as providing information to the driver on other vehicle functions such as time, temperatures, and screen mirroring of the customer's Mobile Delivery Device when docked to the vehicle. The images and information presented in the overhead driver's display is controlled by a head unit. The reports described, among other things, that the overhead driver's display would occasionally be blank, but that the screen image would reappear after the vehicle ignition was cycled off and on. For some vehicles, Oshkosh replaced the head unit with a new head unit and the issue appeared to have corrected itself. Oshkosh initiated an investigation and engaged the support of the head unit supplier. September – November 2024, Oshkosh and its supplier continued the investigation of the issue, including the conditions under which the head unit may display a blank screen on the overhead driver's display. The investigation began to focus on whether there was a correlation between the vehicle's 360-degree camera system and whether the images from the 360-degree camera system had any impact on the display of the rearview image required by FMVSS 111, including whether the condition could occur while the vehicle was in the reverse position. October - November 2024, firmware and software issues were identified which impact the video services to the overhead driver's display, causing it to lock up intermittently in certain conditions. In late November 2024, Oshkosh confirmed that the blank screen condition on the overhead driver's display could exist under certain conditions including when the vehicle is placed into reverse. On December 5, 2024, Oshkosh decided to conduct a noncompliance recall addressing the concern.

## Description of Remedy :

Description of Remedy Program : The remedy will be provided at no charge. Oshkosh Defense, LLC. employees will remove the suspect head units and replace them with new head units containing new firmware and software. Pre-notification reimbursement is not being offered because all vehicles are covered by the new vehicle warranty.

How Remedy Component Differs from Recalled Component : The new head units are released under a different part number and contain updated firmware and software which corrects the blank screen issues.

Identify How/When Recall Condition was Corrected in Production : In-process truck builds are quarantined at the manufacturing facility and will receive new head units containing the updated firmware and software. Vehicles produced after December 5, 2024, will receive the updated head units.

## Recall Schedule :

Description of Recall Schedule : Notifications to customers will be made via a customer letter. The 577 customer letter will be mailed pending NHTSA approval.

Pre-notification reimbursement is not being offered because all vehicles are covered by the new vehicle warranty.

Oshkosh does not sell these vehicles through dealers and no dealer notification is being provided.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported