

IMPORTANT SAFETY RECALL: **20V745**  
December 07, 2020

This notice applies to your HORTON EMERGENCY VEHICLES Ambulance with the VIN number(s) included with this document:

HORTON EMERGENCY VEHICLES Ambulance vendor component issue, NHTSA recall number: **20V745**  
Total affected units: **251**

**! I M P O R T A N T !**

Dear Horton Emergency Vehicle Ambulance Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Horton has decided that a defect which relates to motor vehicle safety exists in certain Horton Emergency Vehicles Type I and Type III ambulances built with i4G Vivtech displays. A problem has been discovered with the Vivtech display units installed in Horton ambulances that controls various functions on the ambulance such as warning lights, module power, and other vocational functions. This only applies to part numbers and revision levels shown below that are manufactured exclusively for Horton Ambulance and only for these part numbers and revision levels shipped between March and October 2020.

**WHAT IS BEING RECALLED?**

Certain Horton ambulances built with Vivtech Display units shipped between March and October 2020.

Horton part number: **10020480/10020481**

**WHY IS IT BEING RECALLED?**

Horton Emergency Vehicles has received independent reports that the processor that runs the display may stop functioning without warning. This impacts the display and the button functions which may not turn devices on or off if the control panel experiences a malfunction. The ambulance features and items that are operated through the control panel may not function if the control panel experiences a malfunction. If the controls were not designed with a manual override or there is not an alternate way to control the function, the function may not be available without turning the vehicle power off and back on again and could delay emergency services. This condition may prevent operation of either screen in a vehicle equipped with front and rear screens. Condition may prevent operation of either screen in vehicle and may result in delay of emergency services, increasing the risk of an injury.

The issue is random and may not have presented itself on many installations. The root cause of the issue is a power supply operating at a voltage which is at the upper limit for the processor so that the processor is prone to locking up or stalling and once locked up, the power must be turned off to reset the processor.

**WHAT YOU AS THE OWNER/OPERATOR SHOULD DO:**

Please contact your local dealer to schedule an inspection of i4G Vivtech Display. Dealers will record the serial number of the display and repair if serial number is within the affected serial number list. Dealer will report this number back to Idex/Weldon along with production number of units so that we can ensure that all affected i4G Vivtech Displays are modified.

**WHAT IDEX/WELDON AND HORTON WILL DO:**

Weldon will contact vehicle owners to remedy the units in the field. Units covered by the specific part numbers listed which were manufactured from March 2020 thru October 2020 will have a component within the unit replaced free of charge by IDEX/Weldon Fast repair centers. Labor will be reimbursed for an amount of \$125/hour for 1 hours for the replacement of the displays. An updated unit is identified with a white deviation sticker "2020-017" added to the final assembly near the serial number label. New production after the change notice has been processed will have the revision incremented and will no longer have the deviation sticker. [10020480 REV C and 10020481 REV B]

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures please contact the Horton Emergency Vehicles Warranty/Customer Service Department (with your complete Vehicle VIN and the i4G Vivtech Display serial number) referencing in subject line "i4G Vivtech Display Recall 20E088" via email, [warranty@hortonambulance.com](mailto:warranty@hortonambulance.com) or by phone 614-539-8181.

If you feel Horton Emergency Vehicles has not fully answered your questions, please contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to [www.safercar.gov](http://www.safercar.gov).

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days. If you are no longer owner of this vehicle, please forward this letter to current owner or provide us with information so we may contact the new owner.

Horton Emergency Vehicles is dedicated to providing the safest ambulances in the industry, and vehicle safety is our highest priority. We sincerely regret the inconvenience this recall poses to all of our customers.



Sincerely,



Lance Randolph  
Vice President/General Manager  
Horton Emergency Vehicles