

Part 573 Safety Recall Report

19V-398

Manufacturer Name : LGE COACHWORKS INC**Submission Date :** MAY 29, 2019**NHTSA Recall No. :** 19V-398**Manufacturer Recall No. :** 19-E-099 Part 573**Manufacturer Information :**

Manufacturer Name : LGE COACHWORKS INC

Address : 10190 WEST MAIN ROAD

SUITE 102 NORTH EAST PA 16428

Company phone : 8062920

Population :

Number of potentially involved : 13

Estimated percentage with defect : 100 %

Vehicle Alterer Information :

Vehicle 1 : 2018-2019 FORD & FREIGHTLINER BUS E450 & F550 & M2

Descriptive Information : ASA Electronics informed us of the defect April 10th, 2019. Possibly 10 units were fitted with a Voyager Rear View Monitor that if a voltage drop (below 7 volts) takes place at a precise moment during powerup of the monitor (such as a vehicle start) the monitor can skip the user defined settings and load the factory default settings which can invert the camera image on the monitor. The alphanumeric serial code at the bottom of the label can be used to identify the affected items. As an Example (C1118SLCN02142) the first letter is the revision "C." The following four numbers are a date code in MMY format. The affected products will have serial number starting with A., B, or C. NOTE: 100% are possible, however, it does take a voltage drop of the vehicle at a specific time frame during the power-up of the monitor for it to occur. ASA will make repairs as necessary.

Production Dates : JAN 01, 2018 - MAY 15, 2019

Description of Defect :

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FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Units were possibly fitted with a Voyager Rear View Monitor that if a voltage drop (below 7 volts) takes place at a precise moment during powerup of the monitor (such as a vehicle start) the monitor can skip the user defined settings and load the factory default settings which can invert the camera image on the monitor. The alphanumeric serial code at the bottom of the label can be used to identify the affected items. As an Example (C1118SLCN02142) the first letter is the revision "C." The following four numbers are a date code in MMY format. The affected products will have serial number starting with A, B, or C. NOTE: 100% are possible, however, it does take a voltage drop of the vehicle at a specific time frame during the power-up of the monitor for it to occur.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : ASA ELECTRONICS, LLC

Address : 2602 MARINA DRIVE
ELKHART INDIANA 46514

Country : United States

Chronology :

The Manufactuere, ASA Electronics, LLC notified us of the defect with a letter dated April 1, 2019. We prepared a complete list of Vin numbers and contact information including e-mail of all affected vehicles. The remaining stock units were returned to ASA and replaced. ASA will contact the Customers and arrange for the replacement of the defective monitors.

Description of Remedy :

Description of Remedy Program : ASA Electronics has agreed to replace the affected monitors and pay for the associated costs. They have been in contact with the affected Customers.

How Remedy Component Differs from Recalled Component : These units were possibly fitted with a Voyager Rear View Monitor that if a voltage drop (below 7 volts) takes place at a precise moment during powerup of the monitor (such as a vehicle start) the monitor can skip the user defined settings and load the factory default settings which can invert

the camera image on the monitor. The alphanumeric serial code at the bottom of the label can be used to identify the affected items. As an Example (C1118SLCN02142) the first letter is the revision "C." The following four numbers are a date code in MMY format. The affected products will have serial number starting with A., B, or C. NOTE: 100% are possible, however, it does take a voltage drop of the vehicle at a specific time frame during the power-up of the monitor for it to occur. ASA has agreed to replace the affected monitors.

Identify How/When Recall Condition was Corrected in Production :

On April 1, 2019 a letter was received by LGE Coachworks from ASA Electronics, LLC about the recall. LGE provided vehicle Vin numbers and contact information for all of the possibly affected vehicles. ASA will contact those customers and replace the defective monitors. LGE returned the defective parts that were in stock unused and they were sent replacement monitors.

Recall Schedule :

Description of Recall Schedule : ASA will handle the recall. They were provided with Vin numbers of the affected vehicles.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :

Address :

Country :

Company Phone :

* NR - Not Reported