Part 573 Safety Recall Report 20E-078

Manufacturer Name : Weldon Division of Akron Brass
Submission Date : OCT 16, 2020
NHTSA Recall No. : 20E-078
Manufacturer Recall No. : 20-10

Manufacturer Information :

Manufacturer Name : Weldon Division of Akron Brass
Address : 3656 Paragon Drive
COLUMBUS OH 43228
Company phone : 999

Population :

Number of potentially involved : 990
Estimated percentage with defect : 50 %

Equipment Information :

Brand / Trade 1 : Weldon V-MUX
Model : Vista IV Standard
Part No. : (See Comments)
Size : N/A
Function : User Interface
Descriptive Information : - Recall population is a specific PCA revision level
- Products not included in the recall have a different revision level.
- Affected products are all within the date range and part number list.
- Population is the result of an obsolete component replacement so it is well defined by revision.
Production Dates : APR 24, 2020 - OCT 12, 2020

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 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.
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 :	None

Involved Components :

Component Name :	NR
Component Description :	NR
Component Part Number :	NR

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR
	NR
Country :	NR

Chronology :

On August 17, 2020, Weldon's engineering division received a report from a customer that an individual vehicle had an VistaIV display unit installed in a vehicle that was not operating as intended and the display screen was blank. Weldon conducted a site visit to inspect the unit and began to conduct further evaluation. At the end of August 2020, Weldon was able to replicate the condition reported by the customer. Further analysis took place through mid-September and indicated that a negative electrical spike that occurred at vehicle start up contributed to the condition and Weldon had resolved the issue for the individual vehicle. It was believed that the condition was due to the replacement of a obsolete component and the details of vehicle wiring. Weldon accounted for this possibility in updating product in its inventory. In late September, the customer reported a second vehicle that experienced the same issue with the Vista IV display unit. Weldon examined the

unit and in October 2020, found a different underlying issue contributed to the LCD screen on the VistaIV display unit going blank. In all cases, the screen would reset with a power cycle/restart. On October 13, 2020, Weldon decided to conduct a recall to address the units in the field.

Description of Remedy :

Description of Remedy Program :	Replace or apply retrofit remedy as a factory recall. Warranty hours for remedy to be determined and included in the TSB sent to OEM vehicle manufacturers. Payment of OEM warranty hours are thru existing OEM business practices. Some manufacturers typically elect to have us handle the remedy direct with vehicle owners and if this is the case, the remedy will be applied thru service centers at no cost to vehicle owner. Research into exact remedy in on-going. Production shipments have been placed on hold.
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 as susceptible to voltage drops outside the advertised operating range.
Identify How/When Recall Condition was Corrected in Production :	Exact Remedy and timing TBD. Production shipments placed on hold until this has been determined.

Recall Schedule :

Description of Recall Schedule :	Some OEMs may elect for Weldon to execute the recall and remedy directly. If this is the case we plan on an owner notification after we recieve owner information from OEM vehilce manufacturers. If no OEMs ask for a direct recall execution then there would be no owner notification.
Planned Dealer Notification Date :	OCT 21, 2020 - NOV 20, 2020
Planned Owner Notification Date :	NOV 20, 2020 - DEC 18, 2020

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 :	NR
Address :	NR
	NR
Country :	NR
Company Phone :	NR

* NR - Not Reported