Part 573 Safety Recall Report 20V-783

Manufacturer Name : Halcore Group, Inc.
Submission Date : DEC 15, 2020
NHTSA Recall No. : 20V-783
Manufacturer Recall No. : 20E-078

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Manufacturer Information :

Manufacturer Name : Halcore Group, Inc.
Address : 3800 McDowell Road
Grove City OH 43123
Company phone : 999

Population :

Number of potentially involved : 7
Estimated percentage with defect : 80 %

Vehicle Information :

Vehicle 1 : 2020-2021 American Emergency Vehicl Traumahawk Type I Ram 4500
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : NR
Descriptive Information : The Vista IV display has an operating voltage of 9?32 VDC. When the supply voltage at the display drops, even for a moment, such as
when starting the engine, the V?MUX® Vista IV Interface typically turns off and quickly and automatically restarts. However, some units may not restart on their own if the voltage dips out of range (less than 9
volts).
Production Dates : JUN 01, 2020 - DEC 08, 2020
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2020-2020 American Emergency Vehicl Type I Ford F450 & Ford F550
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : The Vista IV display has an operating voltage of 9-32 VDC.
When the supply voltage at the display drops, even for a moment, such as when starting the engine, the V-MUX® Vista IV Interface typically turns off and quickly and automatically restarts. However, some units may not restart on their own if the voltage dips out of range (less than 9
volts).
Production Dates : OCT 01, 2019 - DEC 08, 2020
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 :	2021-2021 American Emergency Vehicl Medium Duty Ambulance Freightliner M2
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The Vista IV display has an operating voltage of 9-32 VDC. When the supply voltage at the display drops, even for a moment, such as when starting the engine, the V-MUX® Vista IV Interface typically turns off and quickly and automatically restarts. However, some units may not restart on their own if the voltage dips out of range (less than 9 volts).
Production Dates :	OCT 01, 2020 - DEC 08, 2020

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect :	The Vista IV display has an operating voltage of 9-32 VDC. When the supply voltage at the display drops, even for a moment, such as when starting the engine, the V-MUX® Vista IV Interface typically turns off and quickly and automatically restarts. However, some units may not restart on their own if the voltage dips out of range (less than 9 volts).
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	These units are different because a component part became obsolete. This may lead to a blank display and sometimes loss of button function when the LCD display or the CPU do not restart properly, which can increase the risk of injury
Description of the Cause :	NR
Identification of Any Warning that can Occur :	NR

Involved Components :

Component Name 1 :	Weldon V-MUX IV Interface
Component Description :	NR
Component Part Number :	NR

Supplier Identification :

Component Manufacturer

Name :	Weldon
Address :	3656 Paragon Drive Columbus Ohio 43228
Country :	United States

Chronology :

We received notification from Weldon regarding Equipment recall 20E-078 during early December

Description of Remedy :

Description of Remedy Program :	Weldon will provide updated replacement Vista IV units that are less sensitive to voltage drop, and 1 hour of warranty labor to install the replacement display units.
How Remedy Component Differs from Recalled Component :	NR
Identify How/When Recall Condition was Corrected in Production :	NR

Recall Schedule :

Description of Recall Schedule :	AEV will mail owner letters during December 2020
Planned Dealer Notification Date :	DEC 21, 2020 - JAN 15, 2021
Planned Owner Notification Date :	DEC 21, 2020 - JAN 15, 2021

* NR - Not Reported