Part 573 Safety Recall Report 21V-654

Manufacturer Name : PL Custom Emergency Vehicles
Submission Date : AUG 23, 2021
NHTSA Recall No. : 21V-654
Manufacturer Recall No. : NR

Manufacturer Information :

Manufacturer Name : PL Custom Emergency Vehicles
Address : 2201 Atlantic Avenue
Manasquan NJ 08736
Company phone : 732-223-1411

Population :

Number of potentially involved : 1
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Ford E450
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : GAS
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 : DEC 26, 2019 - SEP 16, 2020
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : 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 the 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 which can increase the risk of injury.

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 1 :	NR
Component Description :	NR
Component Part Number :	NR

Supplier Identification :

Component Manufacturer

Name :	Weldon Division of Akron Brass
Address :	3656 Paragon Drive Columbus Ohio 43228
Country :	United States

Chronology :

On August 17, 2020 Weldon's engineering division received a report from a customer that an individual vehicle had a Vista IV 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 begun 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 Vista IV display 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 Weldon 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 is on-going. Production shipments have been placed on hold. Note added March 18, 2020: For clarity the Vista IV display subject to recall to be replaced per the owner notification letter.
How Remedy Component Differs from Recalled Component :	A revision decal on the display identifies the remedy component from the recall 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 :	Remedy defined as replacing display and paying warranty labor for replacement.

Recall Schedule :

Description of Recall Schedule :	There was only one customer affected by this issue. We will notify the customer and arrange for the two Vista IV units installed in their vehicle to be replaced.
Planned Dealer Notification Date :	AUG 23, 2021 - AUG 30, 2021
Planned Owner Notification Date :	AUG 30, 2021 - SEP 06, 2021

* NR - Not Reported