

# Part 573 Safety Recall Report

## 25V-224

**Manufacturer Name :** Oshkosh Corporation

**Submission Date :** APR 09, 2025

**NHTSA Recall No. :** 25V-224

**Manufacturer Recall No. :** NGDV\_TSB\_036



### Manufacturer Information :

Manufacturer Name : Oshkosh Corporation

Address : 2307 Oregon Street

PO Box 2566 Oshkosh WI 54903-2566

Company phone : 920-235-9151

### Population :

Number of potentially involved : 216

Estimated percentage with defect : 10 %

### Vehicle Information :

Vehicle 1 : 2025-2025 Oshkosh Defense NGDV ICE 2WD, ICE AWD & BEV 2WD

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : BIFUEL

**Descriptive Information :** The recall population includes all vehicles that received a new head unit for the rearview camera display under Recall 24V-928 as well as new production vehicles until a production change was implemented by the supplier. The recall population was determined based on manufacturing records.

**Production Dates :** JUN 01, 2024 - MAR 27, 2025

**VIN Range 1 : Begin :**

NR

**End :** NR

☐ Not sequential

### Description of Noncompliance :

**Description of the Noncompliance :** The driver's display may intermittently show a blank screen which does not allow the rear view camera image to display when the vehicle is in reverse. As such, the vehicles do not comply with the requirements of FMVSS111, Rear Visibility.

**FMVSS 1 :** 111 - Rear visibility

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the rearview image does not display as required by regulation, this can increase the risk of a crash during a backing event.

**Description of the Cause :** Missed process controls at the supplier allowed for incomplete installation of firmware and software on some head units.

**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 : Voxx Automotive

Address : 2351 J. Lawson Boulevard  
Orlando Florida 32824

Country : United States

Chronology :

In December 2024, Oshkosh submitted a Noncompliance Information Report (Recall 24V-928) where vehicles may intermittently display a blank rear view camera screen when the vehicle is placed in reverse. Oshkosh began to address vehicles affected by this recall by replacing the vehicle’s head unit which contained updated firmware and software. As of March 2025, all vehicles had been remedied under this recall.

Between March 4 and March 25, 2025, Oshkosh received a total of four reports of head units experiencing intermittent operation where blank screens were observed on vehicle start-up. Analysis begins and Oshkosh confirmed that these four head units were new head units installed onto fielded trucks as a result of receiving the remedy for recall 24V-928. Oshkosh notified the supplier of these incidences and analysis continues with a focus on whether the blank screen could be experienced when the truck is placed into reverse as was the failure condition for recall 24V-928. The supplier informs Oshkosh that process shortcomings at the supplier did not consistently allow for the firmware update to fully complete. If the firmware update was interrupted, before fully completed, it can lead to intermittent blank rear view camera display screens when if the vehicle is placed into reverse. On April 7, 2025 Oshkosh determines to file a 573 defect report with NHTSA. Oshkosh is aware of these four claims of blank screens on the head units which have since been repaired. There are no reports of crashes or injuries resulting from blank screen head units.

Description of Remedy :

Description of Remedy Program :	The remedy will be provided at no charge. Oshkosh Defense, LLC employees will inspect head units in vehicles that received a remedy under 24V-928 and any vehicles with head units installed after the supplier implemented an initial process change in early December 2024, to verify whether the updated firmware was completed. For any head units where the firmware update was interrupted, Oshkosh will remove the suspect head units and replace them with new head units containing firmware and software which has been installed correctly pursuant to the supplier's updated internal processes and procedures. Pre-notification reimbursement is not being offered because all vehicles are covered by the new vehicle warranty.
How Remedy Component Differs from Recalled Component :	Remedy head units will have received updated firmware and software.
Identify How/When Recall Condition was Corrected in Production :	In-process truck builds are quarantined at the manufacturing facility and will receive new head units containing properly installed firmware and software. Any head units produced prior to March 27, 2025 will be inspected and updated as needed. Vehicles produced after March 27, 2025 will have received a head unit with correct firmware and software and are not affected.

Recall Schedule :

Description of Recall Schedule :	Notifications to customers will be made via a customer letter. The 577 customer letter will be mailed pending NHTSA approval.  Pre-notification reimbursement is not being offered because all vehicles are covered by the new vehicle warranty.  Oshkosh does not sell these vehicles through dealers and no dealer notification is being provided.
Planned Dealer Notification Date :	NR - NR
Planned Owner Notification Date :	NR - NR

\* NR - Not Reported