

**IMPORTANT SAFETY RECALL – 19E-009**

March 18<sup>th</sup>, 2019

[NAME]  
[COMPANY]  
[STREET ADDRESS]  
[CITY, ST. ZIP CODE]

**Dan Stoltzfus, VP of Operations**  
**ASA Electronics, LLC**  
2602 Marina Dr.  
Elkhart, IN 46514

**Julia Willis, Chief Financial Officer**  
**ASA Electronics, LLC**  
2602 Marina Dr.  
Elkhart, IN 46514

Dear Customer,

Subject: Part 573 Defect Information Report for ASA Electronics, LLC Company Recall Number 19E-009 – Certain 2017-2018 Voyager brand VOM74MM Mirror Monitors.

From June 2017 to December 28<sup>th</sup> 2018, ASA sold Voyager VOM74MM Mirror Monitors to you which were involved in a recall. The serial numbers associated with the mirror monitors start with an “A”, “B”, or “C”.



In accordance with the requirements of 49 CFR Part 573 Defect and Noncompliance Information Reports, please find the attached information regarding ASA's voluntary safety recall number 19E009 to address the potential for a mirror monitor to load default factory settings and cause the monitor to reverse the image displayed on the mirror monitor. **Do not rely on the image displayed until the monitor has a field fix implemented.**

ASA has a harness/relay/capacitor repair kit available, at no cost to you. Our customer service representatives are available to contact your dealer, owner operator, or fleet service center customers and schedule to have the repair kits sent to them directly. Please contact **1-877-384-4400** or [recall@asaelectronics.com](mailto:recall@asaelectronics.com) to schedule the shipment of field repair kits. Our hours of operation are Monday through Friday 7AM to 6PM (EST).

We strongly urge you to work with ASA to ensure all affected VOM74MM Mirror Monitors are properly replaced in a timely manner. We will need VIN number, Chassis Type, and VOM74MM serial number, along with user vehicle information to supply the best repair kit and instruction.

Sincerely,

Dan Stoltzfus  
Vice President of Operations

Julia Willis  
Vice President of Finance

49 CFR Part 573 – DEFECT INFORMATION REPORT 19E009 –  
CERTAIN 2017-2018 VOYAGER BRAND VOM74MM MIRROR MONITORS HAVE THE  
IMAGE INVERT – REVERSE IMAGE DISPLAYED ON MONITOR

Pursuant to Part 573 of the Title 49 of the Code of Federal Regulations, Defect and Non-compliance Reports, ASA Electronics, LLC (“ASA”) submits the following information concerning a safety recall action that it is voluntarily initiating.

573.6 (c) (2) – Potentially Affected Mirror Monitors

Mirror Monitors potentially affected are revisions A, B, and C from 2017-18 VOM74MM Mirror Monitors produced by ASA from January 2017 to December 2018. The Serial Number (alphanumeric code) on the label can be used to identify the affected items. The first letter of the serial number of the affected products is “A”, “B”, or “C”.

The information for the supplier of the VOM74MM Mirror Monitor, that is the subject of this defect report, is provided below.

Corporate Name of Supplier:	ASA Electronics, LLC.
Supplier Address:	2602 Marina Dr. Elkhart, IN 46514
Supplier Phone Number:	(574) 264-3135
Point of Contact at Supplier:	Dan Stoltzfus, Julia Willis
Country of Origin for the component:	China

573.6 (c) (3) – Estimated Population of Mirror Monitors Potentially Affected

Approximately 15,300 mirror monitors in the United States and federalized territories are potentially affected.

573.6 (c) (4) – Estimated Percentage of Affected Mirror Monitors with the Defect Condition

Potentially 100% (However, it takes specific conditions for the issue to occur)

573.6 (c) (5) – Description of the Defect

The monitor has factory default settings and user-defined default settings within the monitors software.

As the monitor powers up (takes a few seconds) at a specific time it loads the user defined settings. If the power up sequence is interrupted by a power drop at a precise time the monitor may not be able to load the user settings and will load the default settings which will reverse the image on the monitor. The user defined setting for image is "NORMAL". The factory default setting for image is "MIRROR". The monitor image will stay in "MIRROR" mode until the user selects "NORMAL" in the settings.

Other effects of the factory default settings being loaded is shown below.

1. When the unit powers up using the factory default settings the mirror monitor Auto On will be OFF. The Monitor, if the factory default settings are loaded, has to be manually turned ON instead of coming on by itself.
2. When the user manually turns ON the unit the factory default for volume will be at 50% instead of 0 (user-defined) which allows outside noise, which is a nuisance.
3. At this point the default of the image is inverted or put into Mirror mode (Safety issue).
4. This would all happen before the driver puts the vehicle in Drive (if they notice the monitor is actually turned OFF)

No related accidents, injuries, or fatalities have been reported to ASA. The first incident of a reverse image being displayed was confirmed with a unit on December 13<sup>th</sup>, 2018. Repair kits were available and in stock at ASA in February 2019. Instructions for installation on various chassis will be complete in March 2019.

573.6 (c) (8) – Service Program

ASA will work with vehicle manufacturers, distributors, and fleet owners to implement a field repair program. ASA will work with vehicle manufacturers and NHTSA to provide timely owner and purchaser notifications. The serial number of the mirror monitors and the VIN numbers of the repair units will be tracked by ASA.

573.6 (c) (11) – Recall Number

NHTSA has assigned recall number 19E-009 to this action.