

ASA Electronics, LLC
2602 Marina Dr.
Elkhart, IN 46514



***** IMPORTANT SAFETY RECALL 19E-009 *****
(RECORDATARIO IMPORTANTE PROGRAMA DE SEGURIDAD)

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

March 18th, 2019

This notice applies to your vehicle with VIN # _____

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act

ASA Electronics LLC has decided that a defect which relates to motor vehicle safety exists in **certain 2017 through 2019 work** vehicles equipped with a mirror monitor (VOM74MM) according to our records. We urge you to have the free repair installation performed as soon as possible.

This recall condition only relates to vehicles that have the VOM74MM Mirror Monitor that has a serial number starting with "A", "B", or "C".



Recall Number and Description: 19E-009 – VOM74MM Mirror Monitor Field Repair

What is the issue? On your vehicle, it may be possible for the VOM74MM mirror monitor (if the serial number starts with A, B or C) to power ON with an image that is reversed from what is expected. The driver may inadvertently turn the wrong direction to avoid an object behind the vehicle **increasing the risk of a crash**. Please utilize your side mirrors until the repair is implemented.

What are we asking you To Do? Please contact 1-877-384-4400 to arrange the repair of the VOM74MM monitor which includes adding a harness/relay/capacitor module free of all charges. ASA Electronics will be happy to work with your local dealer service center or fleet maintenance shop to schedule a successful installation. The VIN number, VOM74MM serial number, and Chassis Type will be required for ASA to supply the best repair kit and instruction.

Service Assistance: If you have additional questions, please contact ASA's Customer Relationship Center at 1-877-384-4400 and one of our representatives will actively assist you. Field repair installation instructions are also available if needed. Our office hours are Monday through Friday: 7:00AM – 6:00PM (EST).

If you wish to contact us through email, please send all inquiries to: recall@asaelectronics.com

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relacion con Clientes al 1-877-384-4400

Labor Time: Installation of the harness/relay/capacitor module may take up to 30 minutes. However, due to service scheduling times, your service provider may need your vehicle for a longer period.

Changes: Please contact ASA's Customer Relationship Center at 1-877-384-4400 if you address has changed or if the vehicle(s) have been sold or traded.

Complaint: If the service repair has failed or is unable to remedy the issue without charge within a reasonable time, contact ASA's Customer Relationship Center at 1-800-688-3135. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>

We apologize for any inconvenience this may cause and want to assure you that, with your assistance, we will correct this condition. Your safety is important to us. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

Thank you for your attention in this important matter.

ASA Electronics