

Part 573 Safety Recall Report

19E-069

Manufacturer Name : ASA Electronics, LLC.

Submission Date : OCT 11, 2019

NHTSA Recall No. : 19E-069

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : ASA Electronics, LLC.

Address : 2602 Marina Drive
Elkhart IN 46514

Company phone : 266-3135

Population :

Number of potentially involved : 3,775

Estimated percentage with defect : 5 %

Equipment Information :

Brand / Trade 1 : Relay/Capacitor Module

Model : Relay/Capacitor Harness Module for Voyager Monitor

Part No. : PVOM74MMFFK

Size : 1" X 1 1/2" X 2" Box plus wire

Function : Power a Monitor

Descriptive Information : This Relay/Capacitor harness module was installed on 2019 Sprinter Vans (VINs starting with WD4P) under recall 19E009 that have Voyager Mirror Monitors (VOM74MM) with the serial numbers starting with A, B, C, and sometimes D. An example of the serial number is (C1118SLCN02142). When these were installed on 2019 Sprinter Vans they are failing at a high rate within a few months causing the Voyager Mirror Monitor to not power up or be intermittent. ASA performed a root cause analysis as a result of complaints, a trip to a fleet location, and testing several Relay/Capacitor modules. Some of the testing of vehicles at the fleet location included electrical measurements with a scope and hours of vehicles starts. ASA determined that the wiring and many features of the 2019 Sprinters are contributing to the 2.25% Complaint rate (and is increasing). All of the factors contributing to the issue on the 2019 Sprinters are not fully known. It is known that the relay within the Relay/Capacitor module is not always allowing the monitor enough voltage to power up and creates a dead monitor condition. 3775 of the relay/capacitor modules were installed on 2019 Sprinter vehicles.

Production Dates : APR 01, 2019 - AUG 30, 2019

Description of Defect :

Description of the Defect : The end result is a Voyager VOM74MM monitor that will not power up constantly and shows a black screen. The Relay/Capacitor module keeps power on the mirror monitor for several seconds after power is removed to prevent an image invert (See Recall 19E009). 12VDC is (supposed to be) supplied to the relay wire of the Relay/Capacitor module red wire labeled "BAT" from what should be constant battery power. Ignition power is supplied on the coil side of the relay/capacitor module. When Ignition voltage is supplied the relay closes and allows 12V power to the monitor. When ignition voltage is removed the capacitor part of the Relay/Capacitor module circuit keeps the coil of relay closed, keeping power on the monitor, for several seconds before the monitor turns off. The relay of the Relay/Capacitor circuit is prematurely failing at a high rate on 2019 Sprinters.

FMVSS 1 : 111 - Rearview mirrors

FMVSS 2 : NR

Description of the Safety Risk : Without the mirror monitor the driver may not see a hazard or person behind them and would have to use side mirrors. Increases risk of an accident.

Description of the Cause : Electrical transients/fluctuations of the 2019 Sprinter Vans lead to premature failure of the Relay/Capacitor module which was installed in recall 19E009.

Identification of Any Warning that can Occur : Monitor does not power up when vehicle started.

Supplier Identification :

Component Manufacturer

Name : Shenzhen LuView Co LTD

Address : 2nd Floor 1 Building Ind park

Shunchengii Dalang Longhua Shenzhen FOREIGN STATES

Country : China

Chronology :

No related incidents, accidents, injuries, or fatalities have been reported to ASA.

8/13/19 – Utilimaster (customer) contacts ASA due to a few complaints of dead monitors will gather information to send

8/15/19 – ASA starts to track any other complaints.

8/19/19 – ASA sends two people to DSP to evaluate 2018 and 2019 Sprinters

8/20/19 – Utilimaster (customer) supplies 3 VINs of complaints (2 being 2019 Sprinters)

8/21/19 – ASA requested and waiting (during November) for details with assumption of installation issue.

8/23/19 – ASA reviews a few monitors that were said to be dead. Some are No Trouble Found

9/6/19 – ASA was issued a SCAR from Utilimaster.
9/10/19 – Utilimaster sends a list of complaints. The 11 VINs supplied are all 2019 Sprinters
9/11/19 – Complaint rates for vehicles with repair modules for 2019 Sprinters are 1% (and increasing) compared to all other complaints
9/19/19 – Discussion of NHSTA filing started
10/4/19 – Discussion with NHSTA to discuss filing
10/8/19 – Complaints in for 2019 Sprinters with repair modules approaching 2.25%

Description of Remedy :

Description of Remedy Program :	Remove Relay/Capacitor Harness Module and also replace the Voyager VOM74MM mirror monitor with one that is a Rev E (E is the first digit of the serial number located on the back of the monitor). ASA is supplying the Rev E monitor at no cost. ASA is allowing 1.0 hours of labor at normal repair rates to perform the recall.
How Remedy Component Differs from Recalled Component :	Updated Monitor that does not have image inverting issues (recall 19E009) and repair Relay/Capacitor Module is removed
Identify How/When Recall Condition was Corrected in Production :	Stopped installing Relay/Capacitor harness modules 9/30/19 Started shipping only Rev E Monitors.

Recall Schedule :

Description of Recall Schedule :	Contacted main customer. Using Customer/ASA records to form a VIN list.
Planned Dealer Notification Date :	OCT 18, 2019 - NOV 29, 2019
Planned Owner Notification Date :	OCT 18, 2019 - NOV 29, 2019

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :	NR
Address :	NR
	NR
Country :	NR
Company Phone :	NR

* NR - Not Reported