



April 30, 2019

## **SAFETY RECALL NOTICE: 19V230**

TO: Affected KME Dealers

KME has decided that a defect which relates to motor vehicle safety exists in certain model year 2017-2019 KME commercial vehicles manufactured from December 2017 through December 2018 equipped with certain Voyager Mirror Monitors.

The supplier of the monitors, ASA Electronics, notified KME that as the Voyager Mirror monitor powers up 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.
- 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).

Under the factory default setting, the monitor image is a mirror image of the normal image (left and right are reversed). This reversal could influence the driver to make a decision that could lead to a crash.

Owners will be notified by mail about the recall and will be instructed to contact their KME Dealer or KME to have their vehicle remedied. ASA Electronics will work with KME, KME dealers, and vehicle owners to implement a field repair program at no cost to the vehicle owner. ASA Electronics estimates that the repair will take approximately 0.75 hrs.

Please be reminded that it is a violation of Federal law for you deliver a new motor vehicle or any new or used item of motor vehicle equipment covered by this notification until this defect has been remedied. Substantial civil penalties apply to violations of this law.

Your assistance with this recall is appreciated. Should you have any questions or concerns, please contact KME Customer Service at (570) 669-5230.

Sincerely,

KME, Inc.