

Part 573 Safety Recall Report

19V-264

Manufacturer Name : VT Hackney, Inc.

Submission Date : APR 02, 2019

NHTSA Recall No. : 19V-264

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : VT Hackney, Inc.

Address : 911 West 5th Street

PO Box 880 Washington NC 27889

Company phone : 999

Population :

Number of potentially involved : 124

Estimated percentage with defect : 95 %

Vehicle Information :

Vehicle 1 : 2018-2019 Hackney beverage body

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : We received a notice of Recall 19E009 from ASA Electronics, LLC listing camera monitors that had been recalled. we compared their numbers to items purchased by Hackney and made a determination on which trucks these monitors were used. We do not have any additional monitors from ASA Electronics in inventory. any future purchases from ASA Electronics will not have the defect.

Production Dates : NOV 30, 2018 - FEB 15, 2019

VIN Range 1 : Begin : 54DCDW1BXJS807339 End : JHHRPM2H5KK001598 Not sequential

Description of Defect :

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 are 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)

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The image in the monitor may be reversed creating a situation where the driver will think he is turning away from an object but will be turning toward the object.

Description of the Cause : 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.

Identification of Any Warning that can Occur : No warning, the monitor can revert to the factory "mirror" setting during start up of the truck.

Supplier Identification :

Component Manufacturer

Name : ASA Electronics, LLC.

Address : 2602 Marina Dr
Elkhart INDIANA 46514
Country : United States

Chronology :

We received email Notification from ASA Electronics LLC. on 3-20-2019 and used their part numbers to identify the VT Hackney part number, which was then used to identify the Hackney bodies involved. On Wednesday March 27 the listing was finalized.

Description of Remedy :

Description of Remedy Program : VT Hackney will forward the field repair information and repair kits supplied by ASA Electronics to our affected customers. The customer's labor will be covered by VT Hackney then forwarded to ASA Electronics .

How Remedy Component Differs from Recalled Component : The VT Hackney part number involved in this recall is 827512. there none of these in VT Hackney's inventory. Any new Mirror Monitors purchased from ASA ELelectronics goin forward will be assigned new serial numbers by the vendor.

Identify How/When Recall Condition was Corrected in Production : There are no units in production that require ASA Electronics Monitors.

Recall Schedule :

Description of Recall Schedule : upon receipt of an approved recall, VT Hackney will send the notification to our customers.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : MAY 01, 2019 - MAY 05, 2019

* NR - Not Reported