

Part 573 Safety Recall Report

19V-400

Manufacturer Name : PL CUSTOM EMERGENCY VEHICLES

Submission Date : MAY 29, 2019

NHTSA Recall No. : 19V-400

Manufacturer Recall No. : 19E-009



Manufacturer Information :

Population :

Manufacturer Name : PL CUSTOM EMERGENCY VEHICLES

Address : 2201 ATLANTIC AVENUE

MANASQUAN NJ 08736

Company phone : 732-223-1411

Number of potentially involved : 41

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2019 ALL CHASSIS PLATFORMS ALL MODELS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : 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 13th, 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

Production Dates : OCT 18, 2017 - APR 02, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

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FMVSS 1 : 111 - Rearview mirrors

FMVSS 2 : 101 - Control and displays

Description of the Safety Risk : The monitor has factory default settings and user-defined default settings within the monitors software.
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<p>Description of the Cause :</p>	<p>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.</p> <p>573.6 (c) (8) – Service Program ASA</p> <p>The monitor has factory default settings and user-defined default settings within the monitors software.</p> <p>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.</p> <p>Other effects of the factory default settings being loaded is shown below.</p> <ol style="list-style-type: none"> 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) <p>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 13th, 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.</p> <p>573.6 (c) (8) – Service Program ASA</p>
<p>Identification of Any Warning that can Occur :</p>	<p>The monitor has factory default settings and user-defined default settings within the monitors software.</p> <p>As the monitor powers up (takes a few seconds) at a specific time it loads the</p>

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Supplier Identification :

Component Manufacturer

Name : ASA ELECTRONICS LLC
Address : 2602 MARINA DR
ELKHART INDIANA 46514
Country : United States

Chronology :

NR

Description of Remedy :

Description of Remedy Program :	ASA HAS SUPPLIED REPLACEMENT MONITORS FOR ALL VEHICLES STILL AT OUR FACILITY FOR EXCHANGE PRIOR TO DELIVERY AND EXCHANGED ALL PRODUCTION IN INVENTORY WITH NEW MONITORS NOT AFFECTED BY THE RECALL
How Remedy Component Differs from Recalled Component :	ALL MONITORS WITH SERIAL NUMBERS BEGINING WITH AN "A" "B" OR "C" WHERE EXCHANGED WITH SERIAL NUMBERS BEGINING WITH A "D" OF HIGHER LETTER.
Identify How/When Recall Condition was Corrected in Production :	ALL VEHICLE IN PRODUCTION OR STILL ON THE PREMISES MONITOR WHERE CHECK AND IF THEY HAD AN A-B OR C IN THE BEGINING OF THE SERIAL # THEY WHERE REMOVED AND REPLACED AND TESTED

Recall Schedule :

Description of Recall Schedule :	ALL DELAER AND CUSTOMER CONTACT INFORAMTION HAS BEEN SUPPLIED TO ASA FOR NOTICES TO BE SENT TO SAID DELAERS AND CUSTOMERS. ASA HAS SENT RECALL LETERS TO ALL AFEECTED CUSTOMER AND CORESPONDI NG DEALERS
Planned Dealer Notification Date :	NR - NR
Planned Owner Notification Date :	NR - NR

* NR - Not Reported