

Part 573 Safety Recall Report

19V-423

Manufacturer Name : SkyMark Refuelers**Submission Date :** JUN 06, 2019**NHTSA Recall No. :** 19V-423**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : SkyMark Refuelers

Address : 610 South Adams

Kansas City KS 66105

Company phone : 9137491209

Population :

Number of potentially involved : 55

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2018 Flowmark Vacuum Truck

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : The determination was made after the cameras in the field were showing an inverted picture during the back up operation. This was specific to how the camera units were wired and how the 12v current was running thru the system from ASA Electronics.

Production Dates : APR 01, 2018 - OCT 31, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Defect :

Description of the Defect :

Mirror monitor image setting: a. DEFAULT setting for the camera image is "MIRROR" mode b. User-defined camera image setting for the vehicle application is "NORMAL" mode Monitor simplified power up sequence: 1. Keypad illumination 2. User- defined programmed settings loaded (includes camera image load of NORMAL) 3. LCD panel activation If the power up sequence is interrupted by a power drop at a precise time during the loading of the programmed settings the monitor uses the DEFAULT settings which would invert the image. The default settings are now the userdefined settings until manually changed. Application specific contribution to the cause: (Key from off/run/start/run) 1. Driver turns key from OFF to RUN (starts power up sequence of the monitor) 2. Driver turns key from RUN to Start as engine cranks. At a specific moment voltage can drop below 7 volts to the monitor which can disrupt the loading of the User-defined settings. 3. Driver releases the key to the run position as the monitor has loaded the factory default settings which can put the image in "Mirror" mode. NOTE: This has to happen at a specific point of the boot-up sequence of the monitor. Monitor startup should only happen at startup of vehicle (t. The image inverting will not happen during in-use driving. It will, however, stay inverted until the setting is manually changed.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The rear view monitor image, as displayed to the driver is a mirror image of of the normal image. This could influence the driver to make a decision that could lead to an accident.

Description of the Cause : Cause 1: Mirror monitor one time during the startup process to load the user settings, if interrupted it can load the default factory settings and then continue with start up. Cause 2 : Vehicle voltage dropping at a precise time during the monitor being powered up leading to an interruption of the start up.

Identification of Any Warning that can Occur : 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 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

Supplier Identification :**Component Manufacturer**

Name : ASA Electronics

Address : 2602 Marina Drive
Elkhart INDIANA 46514

Country : United States

Chronology :

11/05/18 – Rockport complaint of possible image inverting on mirror monitor 11/05/18 – Complaint from Frito customers having an inverting image issue. 12/10/18 – Received a call about a set of vehicles with images inverting on Amazon Mercedes Sprinters. Paul Klemm from Utilimaster was going to customer to investigate. 12/12/18 – Conference call between Utilimaster (Paul Klemm) and ASA. Sample being sent overnight. 12/13/18 - ASA able to recreate image inverting with sample 12/14/18 – New Software to change default setting from Mirror to Normal and Auto-ON to ON to create rev D. 12/14/18 – A SCAR (18-1358) assigned to LuView in regard to image mode changing, AutoON changing, and Volume changing during crank 12/18/18 – ASA Tested samples that were sent 12/18/18 – LuView to try to supply 1000 Rev D units by the end of this week 12/21/18 – All rev C product put on hold at ASA 12/27/18 – Rev D product received at ASA 1/11/19 – Conference Call with customer (Utilimaster) – Requesting root cause with LuView 1/14/19 – Determined software fix on Rev D corrects image inverting, however does not fix the default to factory settings 1/16/19 – LuView working on a software fix to correct the drop to default settings. Also LuView working on field fix options. 1/17/19 – LuView working on a solution for a field fix that involves a relay and capacitor circuit. 1/19/19 – ASA approved software/hardware evaluation of Rev E to prevent the software from reverting to the default settings 1/20/19 – Samples of field fix modules shipped from China to ASA by UPS express 1/24/19 – ASA approved the field fix modules and asked for some to be made ASAP.

Description of Remedy :

Description of Remedy Program : ASA will notify owners, complete repairs, and report on our behalf” e

How Remedy Component Differs NR
from Recalled Component :

Identify How/When Recall Condition NR
was Corrected in Production :

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported