



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 17, 2019

Ms. Jackie Briggs
SVO Group Inc
2503 Ada Dr.
Elkhart, IN 46514

NEF-150MR
19V-466

Subject: Back Up Camera Display Image may be Reversed

Dear Ms. Briggs:

This letter serves to acknowledge SVO Group Inc's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/E-350/2017-2018
FORD/E-450/2017-2018

Mfr's Report Date: June 18, 2019

NHTSA Campaign Number: 19V-466

Components:
EQUIPMENT

Potential Number of Units Affected: 52

Problem Description:

SVO Group Inc. (SVO Group) is recalling certain 2017-2018 Ford E-350 and E-450-based shuttle buses equipped with ASA Electronics Voyager monitors used to display the back-up camera image. The affected monitors may revert back to the factory default settings which may cause the camera image to be reversed.

Consequence:

The driver may inadvertently turn the wrong direction to avoid an object behind the vehicle, increasing the risk of a crash.

Remedy:

SVO Group will work with ASA to notify owners, and ASA will provide a harness relay capacitor module to eliminate the image reversal, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact ASA Electronics customer service at 1-800-384-4400.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

By regulation, SVO Group is required to notify their customers by first class mail on SVO Group letterhead.

Please be reminded of the following requirements:

- Your company must supply the estimated date(s) for which it will notify owners regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefore, and furnish a revised estimate (49 CFR 573.6 (c)(8)(ii)).

- Your company must supply the estimated date(s) for which it will notify dealers and/or distributors regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefore, and furnish a revised estimate. (49 CFR 573.6 (c)(8)(ii)).

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement