

# Part 573 Safety Recall Report

## 20E-088

**Manufacturer Name :** Weldon Division of Akron Brass**Submission Date :** DEC 07, 2020**NHTSA Recall No. :** 20E-088**Manufacturer Recall No. :** TSB 20-12**Manufacturer Information :****Population :****Manufacturer Name :** Weldon Division of Akron Brass**Number of potentially involved :** 538**Address :** 3656 Paragon Drive  
COLUMBUS OH 43228**Estimated percentage with defect :** 100 %**Company phone :** 999**Equipment Information :****Brand / Trade 1 :** Weldon**Model :** i4G Vivtech**Part No. :** 10020480 & 10020481**Size :** N/A**Function :** Control Panel

**Descriptive Information :** The control panel for the display unit may intermittently stop functioning. The issue is limited to display units with a hardware revision that contains an incorrect processor voltage. Control panels that have the correct processor voltage are a different revision and or part number and are not included in the recall population.

There are 538 control panels installed in 251 vehicles as some vehicles have multiple control panels. The control panels at issue were sold only to one customer, Horton Ambulance.

**Production Dates :** MAR 26, 2020 - OCT 28, 2020**Description of Defect :**

**Description of the Defect :** Due to an incorrect processor power voltage, the control panel for the display unit installed in certain ambulances may stop working with out warning. In some cases, if the power is turned off and turned back on again, the unit will resume functionality.

**FMVSS 1 :** NR**FMVSS 2 :** NR

**Description of the Safety Risk :** The ambulance features and items that are operated through the control panel may not function if the control panel experiences a malfunction. If the control unit was not designed with a manual override or there is not an alternate way to control the function, the function may not be available without turning the power off and back on again and could delay emergency services.

**Description of the Cause :** The processor supply voltage is at the upper limits of the operating range and may cause the processor to stop working. The root cause is an incorrect resistor that sets the processor voltage.

**Identification of Any Warning that can Occur :** In some cases, the display may flicker before it stops functioning.

### Involved Components :

**Component Name :** NR

**Component Description :** NR

**Component Part Number :** NR

### Supplier Identification :

#### Component Manufacturer

**Name :** NR

**Address :** NR

NR

**Country :** NR

### Chronology :

On October 15, 2020, Weldon was first alerted to a potential issue with certain display units by its OEM customer. Weldon initiated a review of the product and was initially unable to replicate the condition described by the customer, but identified other issues with the performance of the units, including a resistor error. In late October, Weldon obtained additional units from the field to further analyze the issue and in early November Weldon updated the resistor on units in inventory. Weldon was still unable to duplicate the concern reported by the customer, but was able to rule out that one of the parts in the field failed due to an issue with the resistor. Given the manner in which the control panel and display unit operate and the functions that they control, on November 23, 2020, Weldon decided to conduct a safety recall to address the issue in the field.

**Description of Remedy :**

Description of Remedy Program :	Replace or remedy the circuit board in the display.
How Remedy Component Differs from Recalled Component :	Control panels for display units that are not included in the recall population have an adequate processor power voltage. Control panel circuit boards that have the remedy have two green identifier dots and have a different revision number.
Identify How/When Recall Condition was Corrected in Production :	Internal to control panel resistor values were changed on November 4, 2020 to place the processor supply voltage in the middle of the desired range. A change notice to be issued during November 2020 to change all future production. Existing production being corrected under an internal deviation notice.

**Recall Schedule :**

Description of Recall Schedule :	Research into this issue has involved communications with the one vehicle manufacturer who utilizes this control panel. Weldon will conduct the campaign on behalf of Horton Ambulance and will send owner notifications to end users as soon as approved by NHTSA.
Planned Dealer Notification Date :	NOV 24, 2020 - DEC 04, 2020
Planned Owner Notification Date :	DEC 07, 2020 - DEC 31, 2020

**Purchaser Information :**

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : Horton Emergency Vehicles  
Address : 3800 Mcdowel Road  
Grove City OH 43123  
Country : US  
Company Phone : 6145398181

\* NR - Not Reported