

# Part 573 Safety Recall Report

## 20V-647

**Manufacturer Name :** Braun Ambulances**Submission Date :** DEC 11, 2020**NHTSA Recall No. :** 20V-647**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : Braun Ambulances

Number of potentially involved : 156

Address : 1170 Production Drive

Estimated percentage with defect : 100 %

Van Wert OH 45891

Company phone : 4192327020

**Vehicle Information :**

Vehicle 1 : 2019-2019 Braun Ambulances Chief XL Type I F-Series Diesel

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 43 vehicles affected for the specified model, model years, and powertrain.

Production Dates : APR 01, 2020 - SEP 23, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2019-2019 Braun Ambulances Super Chief

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. Affects 1 Super Chief on a Ford F-650 chassis and 1 Super Chief on a Freightliner M2 chassis.

Production Dates : APR 08, 2020 - SEP 02, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2019-2019 Braun Ambulances Chief XL Type I CV515

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 3 vehicles affected for the specified model, model year, and powertrain.

Production Dates : MAY 20, 2020 - MAY 27, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2019-2019 Braun Ambulances Chief XL Type I Ram

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 5 vehicles affected for the specified model, model year, and powertrain.

Production Dates : APR 08, 2020 - SEP 16, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 5 : 2019-2020 Braun Ambulances Chief XL Type III E-Series

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 25 vehicles affected for the specified model, model year, and powertrain.

Production Dates : APR 01, 2020 - SEP 16, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 6 : 2019-2019 Braun Ambulances Chief XL Type III G-Series

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 4 vehicles affected for the specified model, model year, and powertrain.

Production Dates : JUN 16, 2020 - SEP 22, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 7 : 2019-2020 Braun Ambulances Express Plus Type I F-Series Diesel

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 13 vehicles affected for the specified model, model years, and powertrain.

Production Dates : APR 15, 2020 - AUG 26, 2020

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 8 : 2019-2019 Braun Ambulances Express Plus Type I F-Series Gas

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 2 vehicles affected for the specified model, model year, and powertrain.

Production Dates : APR 01, 2020 - SEP 16, 2020

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 9 : 2019-2019 Braun Ambulances Express Plus Type I Chevrolet HD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 1 vehicles affected for the specified model, model year, and powertrain.

Production Dates : JUL 08, 2020 - JUL 08, 2020

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 10 : 2018-2019 Braun Ambulances Express Plus Type I C3500

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 22 vehicles affected for the specified model, model year, and powertrain.

Production Dates : APR 01, 2020 - JUN 03, 2020

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 11 : 2019-2019 Braun Ambulances Express Plus Type I Ram

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 1 vehicles affected for the specified model, model year, and powertrain.

Production Dates : JUN 17, 2020 -JUN 17, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 12 : 2019-2019 Braun Ambulances Express Type III E-Series

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 1 vehicle affected for the specified model, model year, and powertrain.

Production Dates : JUL 21, 2020 -JUL 21, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 13 : 2019-2019 Braun Ambulances Express Type III G-Series

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 2 vehicles affected for the specified model, model year, and powertrain.

Production Dates : JUN 17, 2020 -JUL 08, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 14 : 2019-2019 Braun Ambulances Liberty Type I Diesel

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 18 vehicles affected for the specified model, model year, and powertrain.

Production Dates : APR 08, 2020 -SEP 09, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 15 : 2019-2019 Braun Ambulances Liberty Type I Gas

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 2 vehicles affected for the specified model, model year, and powertrain.

Production Dates : SEP 16, 2020 - SEP 16, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 16 : 2019-2019 Braun Ambulances Raider Type I

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 1 vehicle affected for the specified model, model year, and powertrain.

Production Dates : MAY 19, 2020 - MAY 19, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 17 : 2019-2019 Braun Ambulances Chief XL Type I F-Series Gas

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Recall population was determined using the affected serial numbers from the component supplier. Vehicles not covered by this recall do not have the subject components. 11 vehicles affected for the specified model, model years, and powertrain.

Production Dates : APR 15, 2020 - JUL 15, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

## Description of Defect :

Description of the Defect : Products in the date range are more susceptible to low voltage spikes that are beyond the advertised voltage specifications for the product. Product within the date range may experience 'lock up' condition where the LCD display or the entire unit may be nonfunctional until the power is reset. The potential for the condition and the functions connected to the display varies due to variation in electrical installation but may include back up camera, emergency warning lights, or patient care devices depending on the application.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Operator/s of vehicle may not be able to read the LCD screen and may not be able to use buttons or both unless they reset the power. If the LCD display appears blank, emergency personnel may not have access to the functions and controls operated by the LCD screen which could delay or impede emergency operations.

**Description of the Cause :** NR

**Identification of Any Warning** NR  
**that can Occur :**

### Involved Components :

**Component Name 1 :** MCC Vista IV Display

**Component Description :** DISPLAY MCC VISTA IV COMBINATION PUSH BUTTON/TOUCH

**Component Part Number :** 19221

**Component Name 2 :** ACP Vista IV Display

**Component Description :** DISPLAY ACP VISTA IV COMBINATION PUSH BUTTON/TOUCH

**Component Part Number :** 19222

### Supplier Identification :

#### Component Manufacturer

**Name :** Weldon

**Address :** 3656 Paragon Drive  
Columbus Ohio 43228

**Country :** United States

### Chronology :

On August 17, 2020, Weldon's (Vista IV manufacturer and Braun Industries vendor) engineering division received a report from a customer that an individual vehicle had an Vista IV display unit installed in a vehicle that was not operating as intended and the display screen was blank. Weldon conducted a site visit to inspect the unit and began to conduct further evaluation. At the end of August 2020, Weldon was able to replicate the condition reported by the customer. Further analysis took place through mid-September and indicated that a negative electrical spike that occurred at vehicle start up contributed to the condition and Weldon had resolved

the issue for the individual vehicle. It was believed that the condition was due to the replacement of a obsolete component and the details of vehicle wiring. Weldon accounted for this possibility in updating product in its inventory. In late September, the customer reported a second vehicle that experienced the same issue with the Vista IV display unit. Weldon examined the unit and in October 2020, found a different underlying issue contributed to the LCD screen on the Vista IV display unit going blank. In all cases, the screen would reset with a power cycle/restart. On October 13, 2020, Weldon decided to conduct a recall to address the units in the field.

## Description of Remedy :

Description of Remedy Program :	Braun Industries will contact affected customers and their dealer in to inform them of the subject components. Braun Industries and/or their dealer will arrange for the affected Vista IV to be removed from the customer vehicle/s. Replacement Vista IV's will be installed in the customers vehicle/s. Dealers who conduct the removal and replacement of the Vistas will contact Braun Industries Service for reimbursement upon completion of work.
How Remedy Component Differs from Recalled Component :	Remedy components can be identified by the following features (note PCB is accessible by lifting rubber cover on left side of housing): Green PCB with yellow dot or yellow paint marker dot and 2020-016 sticker next to serial number sticker on the back of the housing. Blue PCB with black USB port (this is old revision board before the issue arose on the newer green board) are not affected by the recall and were used to replace some subject components. Recalled components have a green PCB with no yellow paint marker/dot and will not have the 2020-016 sticker next to the serial number on the back of the housing.
Identify How/When Recall Condition was Corrected in Production :	Vista IV with the corrected PCB have been received by Braun effective 10/22/2020. All received new production components will have the PCB changes with identifying revision markings on back of housing and yellow dot on PCB.

## Recall Schedule :

Description of Recall Schedule :	Dealers will be notified via the Dealer Letter the week of 11/2/20 concerning the recall. Customers will be notified via the Customer Recall Letter starting 12/18/20. A bulletin documenting the scope of the work will be attached to the Dealer Letter. Replacement components to remedy defect will be available 1/18/21.
Planned Dealer Notification Date :	NOV 02, 2020 - DEC 18, 2020
Planned Owner Notification Date :	DEC 18, 2020 - DEC 22, 2020

\* NR - Not Reported