



# IMPORTANT SAFETY RECALL

**NHTSA Recall Number: 20V647**

**Date: November 4, 2020**

Dear [REDACTED],

Braun Industries has decided that a defect which relates to motor vehicle safety exists in certain Weldon Vista IV user interface panels installed in 2019 through 2020 Braun Ambulances.

The affected system components are the Weldon Vista IV user interface panels installed in the cab and patient compartment of the vehicle. When the supply voltage at the display drops, such as when starting the engine when the battery is already at a lower voltage, the Vista IV interface typically turns off and quickly and automatically restarts. Affected units covered in this recall may not restart on their own if the voltage dips out of range (less than 9 volts DC). This may lead to a blank display and sometimes loss of button function when the LCD display or the CPU does not restart properly. Loss of button functionality and LCD display can result inoperability of back-up camera, emergency warning lights, and patient care devices, which could delay or impede emergency operations. An inoperable back-up camera can increase the risk of accidents, potentially causing injury to persons outside of the vehicle.

You are receiving this notice because the following vehicle are affected by this recall:

Dealer	Customer	Truck Number
[REDACTED]		

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

The likelihood of experiencing this loss in functionality can be reduced by ensuring the vehicle voltage stays above 11.0 VDC. This can be done by letting the vehicle engine run or having the vehicle plugged into shore power whenever there is any significant electrical load. If you do experience a blank LCD display and/or loss of button functions, the Vista IV can be restarted. The restart procedure is attached to this letter.

Replacement Vista IV user interface panels are in process and you will be informed of their availability. Replacement is done by removing the affected Vista IV(s) and installing replacement Vista IV(s) that have an upgraded circuit board. Please contact Braun Industries to arrange replacement of the affected Vista IV(s) in your vehicle(s). The Braun Service contact information is as follows:

Phone: 877-344-9990 6:00 a.m. – 4:30 p.m. EDT  
Email: [braunservice@braunambulances.com](mailto:braunservice@braunambulances.com)

We apologize in advance for the inconvenience this issue may cause your organization. We will continue to work with Weldon and make every effort to make this as simple as possible on both our Dealers and our Customers.

Sincerely,

Kim Braun  
DBC President – U.S.