



IMPORTANT SAFETY RECALL

**This notice applies to your vehicle, 1FDXE4FN2MDC18655
Braun Recall Notice: 20V647**

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

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 and 2020 Braun Ambulances built between April 2020 and October 2020.

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 in 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.

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, or the ambulance is not in service. 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.

Braun Industries will be remedying affected units free of charge. Replacement Vista IV user interface panels will become available starting 01/18/2021. Replacement is done by removing the affected Vista IV(s) and installing replacement Vista IV(s) that have an upgraded circuit board. Replacement labor for Vista IV replacement is 15 minutes per Vista IV. Number of Vista IV varies by vehicle options. 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

If Braun Industries is unable to arrange service as described above without charge within a 60 day period upon contacting Braun Industries, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590 or call toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

Any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send a copy of such notice to the lessee of a leased motor vehicle, by first-class mail to the most recent lessee known to the lessor. Such notification shall be mailed within ten days of the lessor's receipt of the notification from the vehicle manufacturer. This requirement applies to both initial and follow-up notifications but does not apply where the manufacturer has notified a lessor's lessees directly.

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.