



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 10, 2020

Ms. Breawna Mathews
Halcore Group, Inc.
3800 McDowell Rd
Grove City, OH 43123

NEF-150MR
20V-745

Subject: Incorrect Processor Power Voltage may Stop Display

Dear Ms. Mathews:

This letter serves to acknowledge Halcore 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:

HORTON/TYPE I/2020
HORTON/TYPE III/2020

Mfr's Report Date: December 1, 2020

NHTSA Campaign Number: 20V-745

Components:

ELECTRICAL SYSTEM

Potential Number of Units Affected: 251

Problem Description:

Halcore Group, Inc. (Halcore) is recalling certain 2020 Horton Emergency Vehicles Type I and III and ambulances equipped with Weldon i4G Vivtech Displays. The processor that runs the display may stop functioning without warning, causing items operated through the control panel to not function.

Consequence:

If the control panel stops functioning, a delay in emergency services may occur, increasing the risk of injury.

Remedy:

Halcore will notify owners, and dealers will inspect and repair the i4G Vivtech rear and/or front display within the serial number range, free of charge. The recall began December 8, 2020. Owners may contact Halcore customer service at 1-800-447-0343.

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.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall 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
Chief, Recall Management Division
Office of Defects Investigations
Enforcement