

# Part 573 Safety Recall Report

## 20V-779

**Manufacturer Name :** Rosenbauer America**Submission Date :** DEC 15, 2020**NHTSA Recall No. :** 20V-779**Manufacturer Recall No. :** 20E-078**Manufacturer Information :**

Manufacturer Name : Rosenbauer America

Address : 5190 260th street

Wyoming MN 55092

Company phone : 6514621000

**Population :**

Number of potentially involved : 85

Estimated percentage with defect : 90 %

**Vehicle Information :**

Vehicle 1 : 2018-2021 Rosenbauer Commander

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Weldon notified us of a recall on the Vista IV display impacting a certain population of Rosenbauer trucks. The impacted trucks were determined using the PO #s from the component supplier. Trucks not covered by this recall either do not have the subject components or were fixed in production.

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

VIN Range 1 : Begin : 1FD0W5HTXLEC53372 End : 54F5GC614LWM12686  Not sequential

Vehicle 2 : 2019-2020 Rosenbauer Warrior

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Weldon notified us of a recall on the Vista IV display impacting a certain population of Rosenbauer trucks. The impacted trucks were determined using the PO #s from the component supplier. Trucks not covered by this recall either do not have the subject components or were fixed in production.

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

**Description of Defect :**

Description of the Defect : 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 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 immediate access to the functions and controls operated by the LCD screen which could delay

Description of the Cause : Low voltage spikes beyond the specified voltage range for the product typically cause the product to restart. In some cases the product is not restarting successfully. Component obsolescence required a design update and the product in the date range while meeting advertised specifications, is more susceptible to negative voltage spikes than previous version of the same product.  
Vehicle design and installation wiring practices impact the negative voltage spike so there is expected variation between vehicle manufacturers and different applications from the same manufacturer.

Identification of Any Warning that can Occur : None

**Involved Components :**

Component Name 1 : Vista IV Display

Component Description : RBA PN 8601044-001

Component Part Number : 6242-0010-44

Component Name 2 : Vista IV Display

Component Description : RBA SPECIAL PN

Component Part Number : 6242-0010-30

Component Name 3 : Vista IV Display

Component Description : RBA PN 8601264-001

Component Part Number : 6242-0110-44

## Supplier Identification :

### Component Manufacturer

Name : Weldon

Address : 3656 Paragon Drive  
Columbus Ohio 43228

Country : United States

## Chronology :

Rosenbauer was contacted by Weldon regarding their recall 20E-078 and Rosenbauer started locating trucks in WIP to send for repair. A list of impacted PO #s was sent from Weldon with a follow-up call to discuss logistics and planning. Trucks in WIP were located and will be reviewed. A full list was compiled by Rosenbauer in early December and a subsequent recall was issued.

## Description of Remedy :

Description of Remedy Program : Rosenbauer will contact affected customers and their dealer to inform them of the subject components. Either Rosenbauer or the dealer will arrange for the the Vista IV to be uninstalled from the vehicle and sent in to Weldon for repair planning on a 1-2 day turnaround from Weldon plus transit time to their Columbus, OH plant. Dealers who conduct the removal and replacement of the Vistas will contact Rosenbauer for reimbursement upon completion of work. Some customers may chose to contact Weldon directly and perform their own uninstallation and reinstallation and at that time, we would ask the customer to alert Rosenbauer and dealer of that arrangement.

How Remedy Component Differs from Recalled Component : Recalled Vista IV displays will have a serial number falling in this range: 10242924-10252498.

Identify How/When Recall Condition was Corrected in Production : Rosenbauer located the recalled displays and worked with Weldon to repair or replace affected displays.

## Recall Schedule :

Description of Recall Schedule : Letters to dealers and customers will be drafted and mailed or emailed alerting them of affected trucks with directions on how to coordinate the RMA.

Planned Dealer Notification Date : DEC 21, 2020 - FEB 01, 2021

Planned Owner Notification Date : DEC 21, 2020 - FEB 01, 2021

\* NR - Not Reported