



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 23, 2020

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

NEF-150MR
20V-783

Subject: Lighting and HVAC Display May Lock Up

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:

AEV/FREIGHTLINER M2 AMBULANCE/2021
AEV/TRAUMAHAWK/2020-2021
AEV/TYPE 1 F-SERIES AMBULANCE/2020

Mfr's Report Date: December 15, 2020

NHTSA Campaign Number: 20V-783

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

Potential Number of Units Affected: 7

Problem Description:

Halcore Group, Inc. (Halcore) is recalling certain 2020-2021 American Emergency Vehicle Traumahawk Type I Ram 4500, 2020 American Emergency Vehicle Type I Ford F-450 and Ford F-550, and 2021 American Emergency Vehicle Medium Duty Ambulance Freightliner M2 vehicles, equipped with Weldon V-Mux Vista IV Standard LCD displays used for controlling emergency vehicle lighting and HVAC functions. These displays may experience low voltage spikes, and cause the LCD display to lock up or become nonfunctional, due to varying electrical installations.

Consequence:

If the LCD display becomes locked up or non-functional it can delay emergency efforts, which can increase the risk of injury.

Remedy:

Halcore will notify owners, and dealers will provide updated replacement Vista IV units, free of charge. The recall is expected to begin in December 2020. Owners may contact Halcore customer service at 1-800-447-0343. Halcore's number for this recall is 20E-078.

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.

We have received Halcore's proposed owner notification letter and have approved it for distribution.

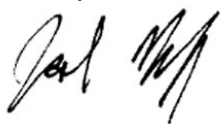
Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), 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