

Part 573 Safety Recall Report

20V-783

Manufacturer Name : Halcore Group, Inc.

Submission Date : APR 21, 2021

NHTSA Recall No. : 20V-783

Manufacturer Recall No. : 20E-078



Manufacturer Information :

Manufacturer Name : Halcore Group, Inc.

Address : 3800 McDowell Road
Grove City OH 43123

Company phone : 999

Population :

Number of potentially involved : 7

Estimated percentage with defect : 80 %

Vehicle Information :

Vehicle 1 : 2020-2021 American Emergency Vehicl Traumahawk Type I Ram 4500

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The Vista IV display has an operating voltage of 9?32 VDC. When the supply voltage at the display drops, even for a moment, such as when starting the engine, the V?MUX® Vista IV Interface typically turns off and quickly and automatically restarts. However, some units may not restart on their own if the voltage dips out of range (less than 9 volts).

Production Dates : JUN 01, 2020 - DEC 08, 2020

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 2 : 2020-2020 American Emergency Vehicl Type I Ford F450 & Ford F550

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The Vista IV display has an operating voltage of 9-32 VDC. When the supply voltage at the display drops, even for a moment, such as when starting the engine, the V-MUX® Vista IV Interface typically turns off and quickly and automatically restarts. However, some units may not restart on their own if the voltage dips out of range (less than 9 volts).

Production Dates : OCT 01, 2019 - DEC 08, 2020

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 3 : 2021-2021 American Emergency Vehicle Medium Duty Ambulance Freightliner M2

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The Vista IV display has an operating voltage of 9-32 VDC.
When the supply voltage at the display drops, even for a moment, such as when starting the engine, the V-MUX® Vista IV Interface typically turns off and quickly and automatically restarts. However, some units may not restart on their own if the voltage dips out of range (less than 9 volts).

Production Dates : OCT 01, 2020 - DEC 08, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The Vista IV display has an operating voltage of 9-32 VDC.
When the supply voltage at the display drops, even for a moment, such as when starting the engine, the V-MUX® Vista IV Interface typically turns off and quickly and automatically restarts.
However, some units may not restart on their own if the voltage dips out of range (less than 9 volts).

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : These units are different because a component part became obsolete. This may lead to a blank display and sometimes loss of button function when the LCD display or the CPU do not restart properly, which can increase the risk of injury

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Weldon V-MUX IV Interface

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Weldon

Address : 3656 Paragon Drive
Columbus Ohio 43228

Country : United States

Chronology :

AEV warranty department received notification from Weldon regarding Equipment recall 20E-078 during early December. On December 8, 2020 AEV Warranty identified 7 ambulances that had been equipped with Weldon V-MUX IV Interface. The 573 was filed for AEV on December 15.

Description of Remedy :

Description of Remedy Program : Weldon will provide updated replacement Vista IV units that are less sensitive to voltage drop, and 1 hour of warranty labor to install the replacement display units.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : AEV will mail owner letters during December 2020

Planned Dealer Notification Date : DEC 21, 2020 - JAN 15, 2021

Planned Owner Notification Date : DEC 21, 2020 - JAN 15, 2021

* NR - Not Reported