

# Part 573 Safety Recall Report

# 20V-812

**Manufacturer Name :** Marion Body Works Inc.

**Submission Date :** FEB 08, 2021

**NHTSA Recall No. :** 20V-812

**Manufacturer Recall No. :** 20V-762



## Manufacturer Information :

## Population :

**Manufacturer Name :** Marion Body Works Inc.

**Number of potentially involved :** 2

**Address :** 211 West Ramsdell St.

**Estimated percentage with defect :** 100 %

Marion WI 54950

**Company phone :** 715-754-5261

## Vehicle Information :

**Vehicle 1 :** 2020-2020 Spartan Gladiator & MetroStar

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** OTHER

**Power Train :** NR

**Descriptive Information :** Spartan Fire, LLC has decided that a defect which relates to motor vehicle safety exists in a model year 2019-2021 Gladiator and MetroStar model emergency response chassis cabs, equipped with Weldon V-Mux Vista IV Flat Panel Equipment Recall 20E078

**Production Dates :** APR 24, 2020 - OCT 12, 2020

**VIN Range 1 : Begin :** 4S7CU2D9XLC088708 **End :** 4S9AU2E91LC560128  Not sequential

## Description of Defect :

**Description of the Defect :** V-MUX Products manufactured from April 24 – Oct. 12, 2020 are more susceptible to low voltage spikes that are beyond the advertised voltage specifications for the product. 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 emergency operations.

**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 :** No warnings may precede the occurrence.

## Involved Components :

**Component Name 1 :** Weldon V-Mux Vista IV Flat Panel

**Component Description :** NR

**Component Part Number :** NR

## Supplier Identification :

### Component Manufacturer

**Name :** Weldon - Akron Brass

**Address :** 343 Venture Blvd  
Wooster Ohio 44691

**Country :** United States

## Chronology :

On August 17, 2020, Weldon's engineering division received a report from a customer that an individual vehicle had an VistaIV display unit installed in a vehicle that was not operating as intended and the display screen was blank. Weldon conducted a site visit to inspect the unit and began to conduct further evaluation. At the end of August 2020, Weldon was able to replicate the condition reported by the customer. Further analysis took place through mid-September and indicated that a negative electrical spike that occurred at vehicle start up contributed to the condition and Weldon had resolved the issue for the individual vehicle. It was believed that the condition was due to the replacement of an obsolete component and the details of vehicle wiring. Weldon accounted for this possibility in updating product in its inventory. In late September, the customer reported a second vehicle that experienced the same issue with the Vista IV display unit. Weldon examined the unit and in October 2020, found a different underlying issue contributed to the LCD screen on the VistaIV

display unit going blank. In all cases, the screen would reset with a power cycle/restart. On October 13, 2020, Weldon decided to conduct a recall to address the units in the field. Spartan Fire was informed of this determined to proceed with a recall on December 1, 2020.

## Description of Remedy :

Description of Remedy Program : Weldon will be remediating affected units on this list free of charge, but in the meantime, cycling the power will reset the unit and allows normal operation. This can be accomplished with a power reset button, if so equipped, or by restarting the vehicle to allow an existing display to operate.

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 : No notifications will be sent out to customers or dealers as the two affected trucks were still at Marion Body Works and able to be remedied prior to delivery. Please see the attached completion letter.

Planned Dealer Notification Date : DEC 30, 2020 - DEC 30, 2020

Planned Owner Notification Date : DEC 30, 2020 - DEC 30, 2020

\* NR - Not Reported