



V-MUX Vista IV Interface

April 28, 2021

IMPORTANT SAFETY RECALL INFORMATION NHTSA RECALL 21-E035

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Weldon, a division of Akron Brass has decided a safety related defect may exist with some Vista IV user interface panels. A list of units that shipped to you and are potentially affected is attached. This notice covers both touch and non-touch versions of the Vista. This is the same issue as 20-E078 with an increased population affected.

Power and ground are critical to proper operation of electronics including the Vista IV display. 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, units on the attached list may not restart on their own if the voltage dips out of range (less than 9 volts).

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. The installer supplied wiring and loads engaged when starting the vehicle, may have an impact on whether the issue presents itself in any one vehicle installation so you may not have experienced this issue, so even if the issue has not occurred the Vista IV should be replaced.

Weldon will be remedying 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 one is installed, or by restarting the vehicle to allow an existing display to operate.

Unit serial numbers on the attached list are Vista IV displays that our records show were shipped to you and that are part of the recall.

Weldon will provide updated replacement Vista IV units with remedy installed that are less sensitive to voltage drop to avoid this issue, and 1 hour of warranty labor to install the replacement display units.

Please contact Brett Carlson, BCarlson@idexcorp.com or your Weldon representative to arrange the remedy.

If you believe there is a failure to remedy this defect without charge to the end user/owner of the vehicle and within a reasonable period of time, you may submit a written complaint to the Administrator, NHTSA, 1200 New Jersey Ave, SE, Washington, DC 20590, or call the Vehicle Safety Hotline 1-888-327-4336 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Thanks for your prompt attention to this matter and continued support.

