



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

1200 New Jersey Avenue SE  
Washington, DC 20590

May 7, 2021

Mr. Andrew Conway  
Engineer  
Braun Northwest  
150 Northstar Drive  
Chehalis, WA 98532

NEF-107MR  
21V-305

**Subject:** Lighting and HVAC Display May Lock Up

Dear Mr. Conway:

This letter serves to acknowledge Braun Northwest'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:**

NORTHSTAR/AMBULANCE/2013-2020

**Mfr's Report Date:** April 30, 2021

**NHTSA Campaign Number:** 21V-305

**Components:**

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

**Potential Number of Units Affected:** 3

**Problem Description:**

Braun Northwest is recalling certain 2013-2020 NorthStar Ambulance equipped with Weldon V-Mux Vista IV Standard LCD displays used for controlling emergency vehicle lighting and HVAC functions. The displays may experience low voltage spikes and cause the LCD display to lock up or become nonfunctional.

**Consequence:**

A locked up or nonfunctional LCD display can delay emergency efforts, increasing the risk of injury.

**Remedy:**

Dealers will repair or replace the displays, free of charge. Owner notification letters are expected to be mailed on May 10, 2021. Owners may contact Braun Northwest customer service at 1-360-748-0195.

**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](http://www.safercar.gov).

Please ensure the following requirements are met:

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all information (such as notification of other safety defect recalls), with their dates of receipt.

**AMENDED 573 REQUIRED.**

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

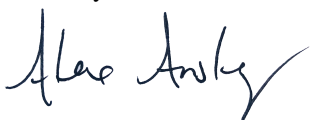
Please be reminded of the following requirements:

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.

Braun Northwest's contact for this recall will be Michelle Rice who may be reached by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement