

Part 573 Safety Recall Report

21V-305

Manufacturer Name : Braun Northwest**Submission Date :** APR 30, 2021**NHTSA Recall No. :** 21V-305**Manufacturer Recall No. :** NR**Manufacturer Information :****Manufacturer Name :** Braun Northwest**Address :** 150 Northstar Drive

Chehalis WA 98532

Company phone : 360-748-0195**Population :****Number of potentially involved :** 3**Estimated percentage with defect :** 100 %**Vehicle Information :****Vehicle 1 :** 2013-2020 NorthStar Ambulance**Vehicle Type :** LOW VOLUME VEHICLES**Body Style :** OTHER**Power Train :** DIESEL

Descriptive Information : This recall is being filed in response to recall 20E-078 by Weldon for their V-Mux Vista IV product line. After receiving notice of the recall Weldon sent us a list of units that they had sold to us that were under the recall. This list was cross referenced against our records to identify which vehicles had the defective products. We have installed a total of seven affected units in three different vehicles.

Production Dates : FEB 14, 2020 - JUN 24, 2020**VIN Range 1 : Begin :** 3C7WRLCL1KG566984 **End :** 3C7WRLCL1KG627475☒ Not sequential**VIN Range 2 : Begin :** 1FDUF4GTXDEA42526 **End :** 1FDUF4GTXDEA42526☐ Not sequential**Description of Defect :**

Description of the Defect : The defect is with Weldon V-Mux Vista IV displays. Products in the date range 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

Description of the Cause : functions and controls operated by the LCD screen which could delay emergency operations which can increase the risk of injury. 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.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Weldon V-Mux Vista IV display

Component Description : Control Screen/User Interface

Component Part Number : Vista IV

Supplier Identification :

Component Manufacturer

Name : Weldon Division of Akron Brass

Address : 3656 Paragon Drive
Columbus Ohio 43228

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.

Description of Remedy :

Description of Remedy Program : All units will be refurbished or replaced as needed. Our service department will provide a service technician to complete all repairs or will reimburse up to one hour of labor.

How Remedy Component Differs from Recalled Component : A revision decal on the display identifies the remedy component from the recalled component. Units outside of the recall scope use a different design configuration and are not as susceptible to voltage drops outside the advertised operating range.

Identify How/When Recall Condition was Corrected in Production : Weldon identified the defective part and updated their production in 10/2020.

Recall Schedule :

Description of Recall Schedule : Braun Northwest does not use dealers.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : MAY 10, 2021 - MAY 31, 2021

* NR - Not Reported