



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 28, 2021

Ms. Morgan Fox
Parts and warranty manager
Sutphen Corporation
49 N. Ludlow Rd.
Urbana, OH 43078

NEF-107MR
21V-358

Subject: Lighting and HVAC Display May Lock Up

Dear Ms. Fox:

This letter serves to acknowledge Sutphen Corporation'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:

SUTPHEN/SP70/2012

Mfr's Report Date: May 17, 2021

NHTSA Campaign Number: 21V-358

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

Potential Number of Units Affected: 1

Problem Description:

Sutphen Corporation (Sutphen) is recalling one 2012 SP70 vehicle equipped with a Weldon V-Mux Vista IV Standard LCD display used for controlling emergency vehicle lighting and HVAC functions. The display may experience low voltage spikes, causing the LCD display to lock up or become non-functional, due to varying electrical installations.

Consequence:

A locked up or non-functional LCD display can delay emergency efforts, which can increase the risk of injury.

Remedy:

A dealer has repaired the affected vehicle, and therefore no owner notification letters will be sent. Owners may contact Sutphen customer service at 1-614-889-1005.

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.nhtsa.gov.

Please ensure the following requirements are met:

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

AMENDED 573 REQUIRED.

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 warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt.

AMENDED 573 REQUIRED.

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.

Sutphen Corporation's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



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