

# Part 573 Safety Recall Report

# 21V-408

**Manufacturer Name :** Custom Truck And Body Works

**Submission Date :** NOV 02, 2021

**NHTSA Recall No. :** 21V-408

**Manufacturer Recall No. :** NR



## Manufacturer Information :

**Manufacturer Name :** Custom Truck And Body Works

**Address :** 13787 Whitehouse Parkway

Woodbury GA 30293

**Company phone :** 7065539178

## Population :

**Number of potentially involved :** 990

**Estimated percentage with defect :** 50 %

## Vehicle Information :

**Vehicle 1 :** 2020-2020 Ford F550

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** 4-DOOR

**Power Train :** DIESEL

**Descriptive Information :**

- Recall population is a specific PCA revision level
- Products not included in the recall have a different revision level.
- Affected products are all within the date range and part number list.
- Population is the result of an obsolete component replacement so it is well defined by revision.

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

**VIN Range 1 :** Begin : 1FDOX5HT2LED53169 End : 1FDOX5HT2LED53169  Not sequential

## Description of Defect :

**Description of the Defect :** Products in the date range are more susceptible to low voltage spikes that area 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 :** None

## Involved Components :

**Component Name 1 :** ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

**Component Description :** Weldon VMUX Front Display

**Component Part Number :** 6241-0110-00

## 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, Wheldon decided to conduct a recall to address the units in the field.

## Description of Remedy :

**Description of Remedy Program :** Replace or apply retrofit remedy as a factory recall. Warranty hours for remedy to be determined and included in the TSB sent to OEM vehicle manufacturers. Payment of OEM warranty hours are thru existing OEM business practices. Some manufacturers typically elect to have us handle the remedy direct with vehicle owners and if this is the case, the remedy will be applied thru service centers at no cost to vehicle owner. Research into exact remedy in on-going. Production shipments have been placed on hold. Wheldon will handle the quarterly reports

**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 :** Exact Remedy and timing TBD. Production shipments placed on hold until this has been determined.

## Recall Schedule :

**Description of Recall Schedule :** We have elected for Wheldon to execute the recall and remedy directly. We will provide Wheldon with our end users contact info.

**Planned Dealer Notification Date :** NR - NR

**Planned Owner Notification Date :** NR - NR

\* NR - Not Reported