Part 573 Safety Recall Report   21V-544

Manufacturer Name :	Osage Industries, Inc.
Submission Date :	JUL 20, 2021
NHTSA Recall No. :	21V-544
Manufacturer Recall No. :	NR

NHTSA
NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION

Manufacturer Information :

Manufacturer Name : Osage Industries, Inc.
Address : P.O. BOX 718
Linn MO 65051
Company phone : 1-800-822-3634

Population :

Number of potentially involved : 1
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Ford Super-Warrior III E450
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : GAS
Descriptive Information : A letter was received from Weldon dated 10/28/2020.
At that time we identified the unit that needed to be replaced.
Per the recall, only a few products had been shipped to us.
Only one was installed on a truck.

This recall only affected one on our trucks - Ford Super-Warrior III E450

Production Dates : MAR 25, 2020 - JUL 27, 2020
VIN Range 1 : Begin :   NR   End : NR   ☐ Not sequential

Description of Defect :

Description of the Defect : A safety-related defect may exist with some Vista IV user interface panels. This could include both touch and non-touch versions of the Vista.
Power and ground are critical to the 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, the identified units may not restart on their own if the voltage dips out of range(less than 9 volts) which can increase the risk of injury. 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. 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : However, the identified units may not restart on their own if the voltage dips out of range(less than 9 volts) which can increase the risk of injury. 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. 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.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Vista IV

Component Description : 6" Arm

Component Part Number : 6241-1011-58

Supplier Identification :

Component Manufacturer

Name : Weldon

Address : 607 NW 27th Ave

Ocala Florida 34475
Country : United States

Chronology :

10-28-2020 We received a letter from Weldon about the recall.
We notified the customer involved with the recall.

Description of Remedy :

Description of Remedy Program : Weldon will be remedying affected units on affected units 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 so equipped, or by restarting the vehicle to allow on existing display to operate.

How Remedy Component Differs from Recalled Component : Weldon will be remedying affected units on affected units 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 so equipped, or by restarting the vehicle to allow on existing display to operate.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : The recall was received on 10-28-2020. The customer was notified and Weldon shipped the customer a new unit.
Planned Dealer Notification Date : NR - NR
Planned Owner Notification Date : NR - NR

* NR - Not Reported