



IMPORTANT SAFETY RECALL INFORMATION

NHTSA RECALL 20-E078

V-MUX Vista IV Interface

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Weldon, a division of Akron Brass has decided a safety related defect may exist with some Vista IV user interface panels. The unit installed in your ambulance is potentially affected. This notice covers 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.

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.

Part # 6241-1011-58

Serial # 10244036

Weldon will provide updated replacement Vista IV unit that is less sensitive to voltage drop, and 1 hour of warranty labor to install the replacement display unit.

Please contact Sasha Gove, sgove@osaageind.com to arrange the remedy.

If you believe there is a failure to remedy this defect within a reasonable period of time, you may submit a written complaint to the Administrator, NHTSA, 1200 New Jersey Ave, SE Washington, DC 20590, or call the Vehicle Safety Hotline 1-888-327-4336 (TTY: 1-200-424-9153) or go to <http://www.safercar.gov>.

Thanks,

Sasha Gove, Osage Ambulance