

# Part 573 Safety Recall Report

# 21V-640

**Manufacturer Name :** Ferrara Fire Apparatus, Inc.**Submission Date :** AUG 15, 2021**NHTSA Recall No. :** 21V-640**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Ferrara Fire Apparatus, Inc.

Address : 27855 James Chapel Road  
PO Box 249 Holden LA 70744

Company phone : 800-443-9006

**Population :**

Number of potentially involved : 1

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2020-2020 Ferrara iNFERNO, IGNITER

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : THE ONE CASE WE HAVE WAS AN AFTER MARKET PARTS SALE.

Production Dates : APR 07, 2020 - NOV 14, 2020

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : V-MUX Products manufactured from April 24 – Oct. 12, 2020 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 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 : No warnings may precede the occurrence

## Involved Components :

Component Name 1 : Weldon V-Mux Vista IV Standard

Component Description : Weldon V-Mux Display

Component Part Number : 6241-0010-00

## Supplier Identification :

### Component Manufacturer

Name : Weldon

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.

Ferrara was informed of this determined to proceed with a recall on November 30, 2020.

## Description of Remedy :

**Description of Remedy Program :** Replace or apply retrofit remedy as a factory recall. Owner/Dealer should take a photo of the revision decal, with the serial number, located on the Vista display. Contact Ferrara Customer Service at 225-567-7100, ensure that you have the truck's S.O Number or VIN available. Ferrara will verify if the unit is affected by the Recall. Ferrara will provide a new Vista display and compensate the dealer or owner for installing the new components provided free of charge.

It will take approximately one (1) manhour to replace each display. Some vehicles have two (2) to three (3) displays.

**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 :** Production shipments placed on hold until a new unit is supplied by the manufacturer

## Recall Schedule :

**Description of Recall Schedule :** 1) Email dealers a copy of the recall approximately 1 week before customers.  
2) Mail customers the recall

**Planned Dealer Notification Date :** AUG 30, 2021 - SEP 06, 2021

**Planned Owner Notification Date :** SEP 09, 2021 - SEP 13, 2021

\* NR - Not Reported