



## TECHNICAL SERVICE BULLETIN 24-002E

### V-MUX Hercules HC Input / Output Node

February 8, 2024

#### **IMPORTANT SAFETY RECALL NHTSA RECALL 24E-006**

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Weldon, a division of Akron Brass Company, has decided that a defect, which relates to motor vehicle safety, exists in certain V-MUX Hercules HC I/O Nodes, Weldon Part Number 6060-2010-00.



In the affected products, short circuit protection may not function properly. In the case of a short circuit failure in the vehicle wiring or the connected device, overheating of the wiring or the connected device may occur, and depending on how the product is installed in the vehicle, this could increase the risk of a vehicle fire. This is the same issue identified on Weldon 8 x 16 nodes that are covered under previous recall 23E-084. While you may have a vehicle covered by both recalls, the same software update fixes all the nodes on the vehicle.

You are receiving this notice because your vehicle manufacturer records indicate you have received a vehicle that contains an affected unit or units. Vehicles equipped with these devices need a firmware or software update. You may also receive a notice from the vehicle manufacturer.

All the affected nodes installed in your vehicle can be updated with one connection to the V-MUX network, without accessing the individual nodes. The design files and functionality are not affected. A Weldon service app and the downloader kit is utilized to make the firmware update, free of charge. This update is estimated to take an average of 5-10 minutes and can be completed when the vehicle is in PM without other changes.

Weldon will provide the update application to authorized service providers to install the firmware update along with instructions.

Please contact Weldon Customer Service [fsg-rma@idexcorp.com](mailto:fsg-rma@idexcorp.com) and reference this recall number and provide your agency name and mailing address to obtain the remedy at no cost to you.

Please note that it is a violation of Federal Law to deliver a new motor vehicle or any item of motor vehicle equipment which is subject to a recall until the remedy has been performed.

If you believe there is a failure to remedy this defect without charge to the end user/owner of the vehicle and 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: 1-800-424-9153) or go to <http://www.safercar.gov>.

Thanks for your prompt attention to this matter and continued support of Weldon.