

Voyager VOM74MM Mirror Monitor Recall Repair Instructions – Sprinters and Promasters

For Technical Assistance or to order replacement monitor:

Phone: 1-877-384-4400

Email: recall@asaelectronics.com

Labor: Send Invoice to Email above. Monitor Replacement and Fix Kit Harness Removal – 1 hr X Labor Rate.
For ONLY replacement of Monitor is 0.75 hrs X Labor Rate.

Brief History

Per Recall 19E009, a Field Fix Kit Harness was installed into Sprinter and ProMaster Vans equipped with the **Voyager VOM74MM Mirror Monitor** (Rev A, B or C) to prevent a condition where the monitor could display a reversed image. However, there have been reported failures of the Field Fix Kit Harness, causing the monitor to not have the voltage needed to consistently power up. This Field Fix Kit Harness may have been inadvertently installed into vehicles with newer monitors that do not have the potential to reverse image (Rev D or E). In this case the Field Fix Kit Harness should just be removed.

If the monitor is intermittent or not powering up, the Field Fix Kit Harness needs to be removed from Sprinter and ProMaster Vans and the monitor needs replaced with a newer revision monitor sent from ASA Electronics, if it is currently equipped with an Rev A, B or C monitor.

Verify the Voyager VOM74MM monitor model by looking at the label on the back of the mirror monitor. If the monitor Serial Number (on label) starts with an A, B, or C the monitor **MUST** be replaced **AND** Field Fix Kit harness removed. SN must start with D, E, or F.



The Field Fix Kit (harness) is installed under the driver seat on Sprinters or under the passenger side B-Pillar floor panel on ProMasters. This harness is added in-line on the monitor's power harness.

Failure Modes/Fix:

1. **Monitor does not turn ON/intermittent:** Field Fix Kit Harness may not be supplying enough power to monitor.
 - a. Field Fix Kit Harness needs removed and discarded.
 - b. The VOM74MM Voyager Monitor must be replaced if Serial Number starts with Rev A, B, or C.
2. **Image reversed:** VOM74MM Voyager Monitor would be Rev A, B or C and must be replaced with current revision of Rev D, E, or F. Must check to see if a Field Fix Harness is installed in vehicle. If so, remove and discard.

Brief Summary of Work

- A. Verify Voyager mirror monitor is a VOM74MM. (Label is on back of monitor)
- B. **Replace** Monitor if Serial Number starts with A, B, or C. Install a Rev D, E, or F monitor.
- C. Identify if Field Fix Kit is installed. **Remove Kit** and discard (Plug the two white connectors together on the van where the Fix Kit Harness was installed).
- D. Log **VIN of vehicle** and **SNs of monitors** on **Invoice** for labor reimbursement to Email shown above.
- E. **Ship old Monitors** back to ASA using call tags/packaging supplied.
- F. Check will be sent from ASA within 7 to 10 calendar days after monitor received and Invoice received.

Section A: Replacing the Monitor

Mercedes Sprinter



NOTE: This connector needs to be found and disconnected to remove Voyager Mirror Monitor. It is usually in the headliner

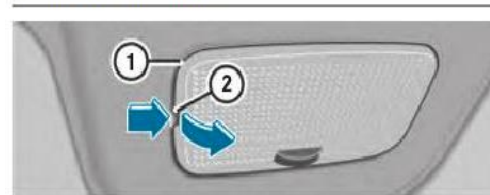
Step 1 - To gain access to the Connector, the Dome Light cover needs to be removed.



To remove Dome Light, see illustration below:

1. Dome Light
 2. Spring Catch
- Press the Spring Catch and push in the direction of the arrow to remove the Dome Light.

Front interior light



Step 2 - To remove the Monitor from the windshield mount, use a Phillips screwdriver to loosen the screw on the mirror mount stem. Once loose, slide the monitor up to remove it from the mount.



Step 3 - Remove the mirror mount by removing the four screws that hold it. The mount can be saved and used for the new monitor, if needed.

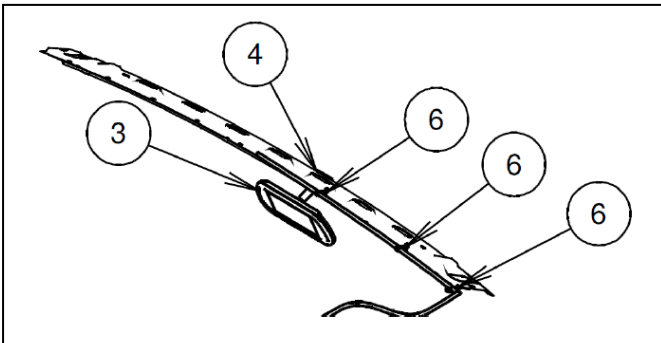


Step 4 - Install the new Revision monitor and reconnect the 13-Pin Connector. Re-install Dome Light Cover

Step 5 - Final Test:

Turn the key of the vehicle to ACC and the monitor should power on with a camera image.

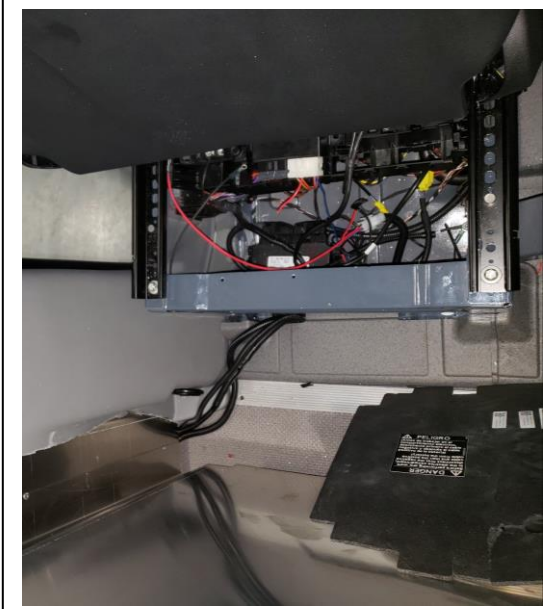
Promaster (additional notes)



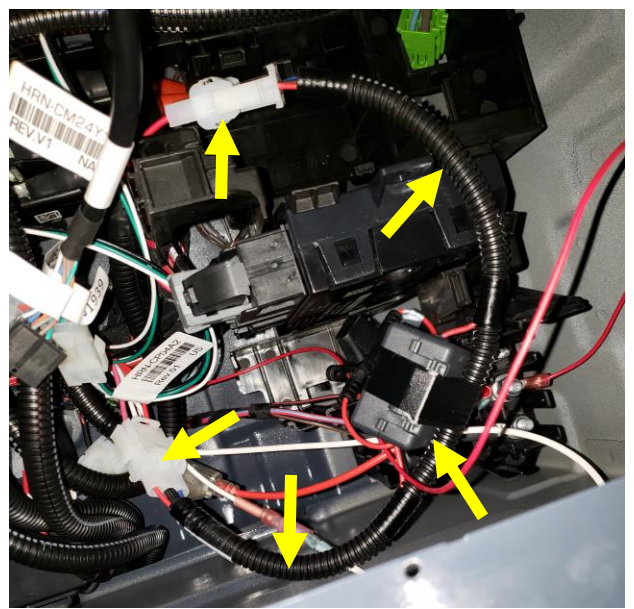
Headliner Must be pulled down to gain access to connector

1. Remove Sun Visor Assembly on passenger side
2. Remove Dome Light Assembly
3. Remove A-Pillar cover on passenger side
4. Pull down headliner far enough to access connector
5. Cut Wire Ties shown labeled as "6" above to pull down connector
6. Replace monitor like the Mercedes notes above, reassemble and Test.

Section B: Identify If Field Fix Kit Module is Installed – IT MUST BE REMOVED
Mercedes Sprinter



Step 1 - Move the seat forward and remove or shift the cover to expose the seat base compartment

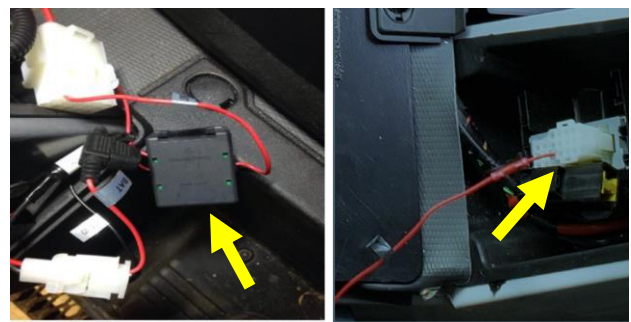


Step 2 - Located in the seat base compartment will be the Field Fix Module Harness.

Promaster



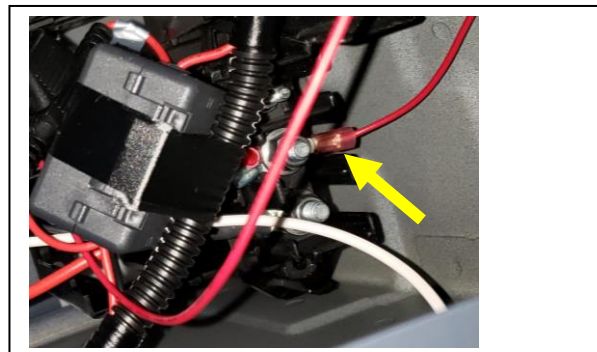
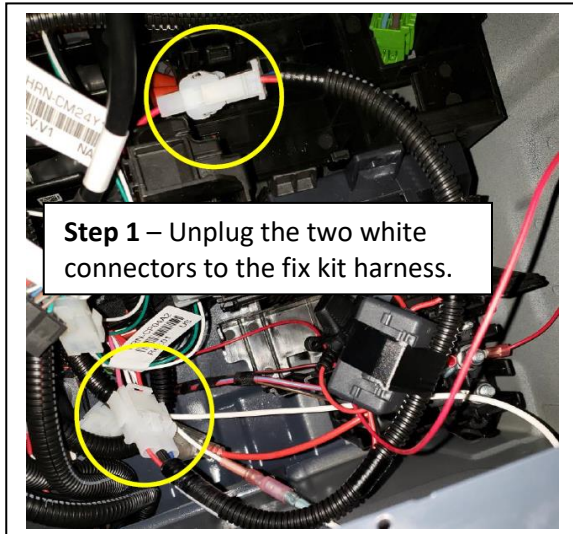
Step 1: Remove B Pillar floor panel on passenger side



Step 2: Notice 15-pin Up-fit connector and field fix kit harness.

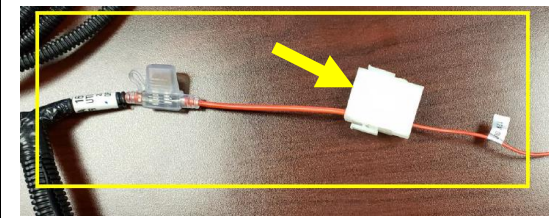
If the module is present, please refer to 'Removal of Field Fix Kit Module, Section C.

Section C: Removing Field Fix Kit Module Mercedes Sprinter

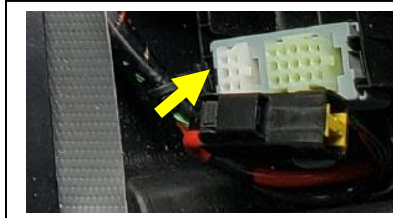


Promaster

Step 1 – Unplug the 15 Pin connector on one end



Step 2 – Unplug second Fix Kit Harness 15 Pin Connector



Step 3 – **Connect together** the two 15 pin connectors in vehicle to supply power to monitor

