



VT Hackney, Inc.
911 W. Fifth Street P.O. Box 880
Washington, North Carolina 27889, USA
Phone: 252.946.6521
Fax: 252.975.8340
www.vthackney.com

IMPORTANT SAFETY RECALL

This notice applies to your vehicle Vin 2NKHH [REDACTED]

SAFETY RECALL # 19V-223

April 23, 2019

Dear Hackney Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Hackney has decided that certain model year 2017-2018 Hackney Emergency vehicles had a defect in the Whelen supplied stop turn taillights.

Reason for this recall:

Whelen has determined that a defect which relates to motor vehicle safety exists in certain brake light models manufactured between November 1, 2017 and May 16, 2018. The Taillights supplied on your trucks were manufactured during the time period specified and need to be replaced.

Risk to motor vehicle safety:

When the failure occurs the brake lights will be on all the time causing a situation where vehicles following you may not know you have depressed the brake pedal slowing the vehicle. If the brake lights incorrectly illuminate, it can confuse other drivers, possibly increasing the risk if a crash.

Actions you should take:

Immediately contact Gene Newman of VT-Hackney to receive corrective action instructions at 252-975-8399. Replacement lights will be forwarded to you to replace the ones supplied on your vehicle. Your cost to replace the light will be covered by Hackney and instructions for returning the defective light fixtures to Whelen will be provided. If you have already replaced the lights and returned the defective lights please respond via email to gnewman@vthackney.com providing this detail. Replacing the lights will require 30 minutes of labor.

If you do not own this vehicle:

Our records indicate you are the owner of the vehicle identified on the enclosed card. If you do not own this vehicle, please respond so you will not be contacted again regarding this recall.

If you need assistance:

If you believe that Hackney has failed to perform this repair within a reasonable amount of time, or the existing condition was not remedied without charge, please contact VT Hackney 800-763-0700.

You may also wish to submit a complaint to:
Administrator
National Highway Traffic Safety Administration,
1200 New Jersey Ave. S.E.
Washington, D.C., 20590

Or call the toll-free Vehicle Safety Hot-Line at 1-888-327-4236 (TTY: 1-800-424-9152) or go to www.safercar.gov

Reimbursement Eligibility:

If you have previously paid for repairs as a result of this defect, you may be entitled to recovery of those expenses. Contact VT Hackney for details.

We request your prompt attention to the correction of this defect and apologize for any inconvenience this may cause you.

Sincerely,

Gene Newman
Manager, Warranty
Hackney division of VT Hackney, Inc.