



VT Hackney

A company of VT Systems

VT Hackney, Inc.

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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. #54DCD [REDACTED]

SAFETY RECALL # 19V264

April 29, 2019

[REDACTED]

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 2018-2019 Beverage style bodies have a potential defect in the ASA Electronics rearview camera system.

Reason for this recall:

On your vehicle, ASA Electronics has determined that it may be possible for the VOM74MM mirror monitor (if the serial number starts with A, B or C) to power ON with an image that is reversed from what is expected. The driver may inadvertently turn the wrong direction to avoid an object behind the vehicle **increasing the risk of a crash**. Please utilize your side mirrors until the repair is implemented.

Risk to motor vehicle safety:

The driver may not notice the monitor has reverted to the factory "mirror" setting which reverses the views seen in the monitor. This causes a situation where the driver may steer into an obstacle not away from it.

Actions you should take:

Immediately contact Gene Newman of VT-Hackney to receive corrective action instructions at 252-975-8399 and to arrange the repair of the VOM74MM monitor which includes adding a harness/relay/capacitor module free of all charges. The necessary materials will be ordered from ASA Electronics and shipped to your local service center or fleet maintenance shop to schedule a successful installation.

To assure the correct repair kit is provided please forward the monitor VOM74MM serial number see page 2 of this document for information on locating the serial number. Hackney will contact ASA Electronics and have the materials forwarded at no cost to you. The repair labor will also be covered at no expense to you. The repairs to the camera harness may take up to 30 minutes.

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 contact Hackney immediately.

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

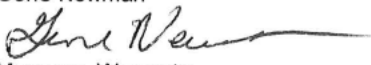
Or call the toll-free Vehicle Safety Hot-Line at 1-888-327-4236 (TTY:1-800-424-9152) or go to www.safercar.gov

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 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.

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SAFETY RECALL #

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Picture of the serial number found on your Monitor.

This decal is visible without removing the monitor from the vehicle.

The serial numbers associated with the mirror monitors start with an "A", "B", or "C".



Front of Monitor

