



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 17, 2021

Mr. Thomas O' Hara
Custom Truck And Body Works
13787 Whitehouse Parkway
Woodbury, GA 30293

NEF-107MR
21V-143

Subject: Rear LED Lights Too Bright/FMVSS 108

Dear Mr. O' Hara:

This letter serves to acknowledge Custom Truck And Body Works's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CUSTOM TRUCK & BODY WORKS/FORD F-550/2016
CUSTOM TRUCK & BODY WORKS/INTERNATIONAL 4000/2018

Mfr's Report Date: March 5, 2021

NHTSA Campaign Number: 21V-143

Components:

EXTERIOR LIGHTING

Potential Number of Units Affected: 2

Problem Description:

Custom Truck And Body Works (Custom Truck) is recalling one 2016 Ford F550 vehicle and one 2018 International 4000 vehicle equipped with 7x9 combination LED Stop-Tail-Turn reverse lights. The lights may be too bright, exceeding the maximum light output allowed which may adversely affect the vision of drivers. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, Reflective Devices, and Associated Equipment."

Consequence:

The excessive brightness may affect the vision of other drivers, increasing the risk of a crash.

Remedy:

Custom Truck has notified owners, and the light manufacturer, ECCO, will provide a lens filter to dim the light, free of charge. The recall began February 16, 2021. Owners may contact Custom Truck customer service at 1-888-712-2962.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Custom Truck's owner notification letter and note that this letter does not meet Part 577 requirements. Please submit a draft letter conforming to the requirements of Part 577 for review. If both vehicles have been remedied, then please submit a completion rate report.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Custom Truck And Body Works's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement