



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

1200 New Jersey Avenue SE  
Washington, DC 20590

February 21, 2019

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

NEF-150MR  
18V-920

**Subject:** Brake Lights may Randomly Illuminate

Dear Thomas 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/PUMPER/2017-2019  
CUSTOM TRUCK & BODY WORKS/RESCUE TRUCK/2017-2019  
CUSTOM TRUCK & BODY WORKS/TANKER/2017-2019  
CUSTOM TRUCK & BODY WORKS/TYPE 1 AMBULANCE/2017-2019  
CUSTOM TRUCK & BODY WORKS/TYPE 2 AMBULANCE/2017-2019  
CUSTOM TRUCK & BODY WORKS/TYPE 3 AMBULANCE/2017-2019

**Mfr's Report Date:** December 20, 2018

**NHTSA Campaign Number:** 18V-920

**Components:**

EXTERIOR LIGHTING:BRAKE LIGHTS

**Potential Number of Units Affected:** 38

**Problem Description:**

Custom Trucks And Body Works (Custom Trucks) is recalling certain 2017-2019 Type I, II and III Ambulances, Rescue Trucks, Pump Trucks and Tanker Trucks equipped with Whelen accessory brake lights. Depending on the specific wiring of the vehicle, these brake lights may illuminate when the brake pedal has not been pressed.

**Consequence:**

If the brake lights falsely illuminate, other drivers could become confused, increasing the risk of a crash.

**Remedy:**

Custom Trucks will notify owners, and dealers will replace the brake lights, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Custom Trucks customer service at 1-706-553-9178 or Whelen customer service at 1-860-718-2331.

**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](http://www.safercar.gov)

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)).
- A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).
- Your company must supply the estimated date(s) for which it will notify owners regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefore, and furnish a revised estimate (49 CFR 573.6 (c)(8)(ii)). Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.
- Your company must supply the estimated date(s) for which it will notify dealers and/or distributors regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefore, and furnish a revised estimate. (49 CFR 573.6 (c)(8)(ii)).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Kareem Habib  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement