



July 31, 2018

To: All Reading Distributors

Re: NHTSA Recall 18E-021 (UPDATE)

This notice is to advise you that Reading Truck Body (Reading) has decided that a defect related to motor vehicle safety exists in certain panel body trucks.

What Is The Concern?

Reading has found that cracking may occur in certain Panel Body Trucks. Stress on the bottom flange of the rear cross-member may cause cracking to occur in the location where the truck body sits on the chassis frame. If the cracking is left unattended, this could impact the operation of the rear tail lights and turn signals, increasing the risk of a crash.

The recall affects the Panel Bodies produced below:

- 132" Dual Wheel Panel Bodies manufactured between May 1, 2016 and March 31, 2018
- 108" Dual Wheel Panel Bodies manufactured between May 1, 2016 and March 31, 2018

Reading will also be retrofitting the 132" dual wheel service bodies manufactured between May 2016 and July 2017.

What Should You Do?

We are gathering VINs to identify vehicles that need repair. With this list, vehicle owners have begun to be contacted regarding the recall and associated repair. Reading has partnered with Stericycle, an experienced service provider, to manage the customer outreach and repair process. Forms of outreach include mailers, phone calls and emails to the affected vehicle owners.

Once Stericycle has connected with a vehicle owner, a live three-way call will be facilitated by Stericycle to the owners' preferred distributor. Stericycle will stay on the line with the customer and distributor to obtain confirmation of a repair being scheduled.

Once an appointment date is set up with the customer for the repair, Stericycle will ship the kit and instructions to the distributor within 5 business days. Stericycle will document all vehicle owner and distributor communication and repair process.

If a vehicle owner with an applicable body requests repair, please have them contact Stericycle at 866-221-7936 to make an appointment to have their truck body repaired at no cost.

If you (distributor) have an applicable body in your inventory, please call Stericycle 866-222-9038 to receive a repair kit to perform the repair.

If you or vehicle owners are unsure if the body is part of the repair/recall, please contact Stericycle at 866-221-7938 to determine applicability.

Reading Truck Body, LLC

825 E. Wyomissing Blvd, Reading, PA 19611
(800) 458-2226
www.readingbody.com

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Stericycle has the full list of serial numbers and VINs associated with the repair/recall.

Additionally, the repair will depend upon the presence and extent of cracking. The repair will involve installing reinforcement brackets onto the body which is estimated to take two hours. Reading will reimburse distributors \$400 for installing the repair kit and a completed Sign-off Reimbursement form.

In the case of more extensive cracking, the body may need additional repair and/or replacement. Regardless of the extent of the cracking, Reading recommends installation of the NHTSA approved repair kit. Reading has established a recall response line (833-210-4782) to respond to technical questions including evaluation and repair process, repair kit, severity of the body condition, etc.

For all bodies **not identified in this letter**, distributors should follow the Reading Warranty process.

Notice Pursuant to Federal Law:

Please note, it is a violation of Federal Law for a distributor to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. 49 C.F.R. § 577.13.

We sincerely apologize for this inconvenience. Reading is committed to maintaining a level of truck body excellence that exceeds your expectations now, and in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Nicholas J. Cashier", with a long horizontal flourish extending to the right.

Nicholas J. Cashier
VP of Commercial Operations