



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 10, 2021

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

NEF-107MR  
21V-408

**Subject:** Lighting and HVAC Display May Lock Up

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-550/2020

**Mfr's Report Date:** June 1, 2021

**NHTSA Campaign Number:** 21V-408

**Components:**

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

**Potential Number of Units Affected:** 990

**Problem Description:**

Custom Truck and Body Works (Custom Truck) is recalling certain 2020 F550 vehicles equipped with Weldon V-Mux Vista IV Standard LCD displays. These displays may experience low voltage spikes, and cause the LCD display to lock up or become nonfunctional, due to varying electrical installations.

**Consequence:**

If the LCD display becomes locked up or non-functional it can delay emergency efforts, which can increase the risk of injury.

**Remedy:**

Dealers will replace the IV Standard LCD displays, free of charge. The manufacturer has not yet provided a schedule for recall notification. Owners may contact Custom Truck customer service at 1-888-712-2963.

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

**Please ensure the following requirements are met:**

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

**AMENDED 573 REQUIRED.**

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 therefor, and furnish a revised estimate. If your company does not have dealers or distributors, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

**AMENDED 573 REQUIRED.**

Your company must supply the estimated date(s) for which it will notify owners regarding this safety recall. Please be reminded that all owners must be notified of the safety risk associated with this filing within 60 days of the 573 being submitted. If the remedy is not available at that time, mail the interim notice, following it with a second notice once the remedy becomes available. 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 therefor, and furnish a revised estimate. If there are no owners involved in this recall, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

**AMENDED 573 REQUIRED.**

It is our understanding that notification to owners began on June 1, 2021, prior to our review of the owner notification letter. Should it become necessary for Custom Truck to do a renotification, the follow-up notification must be submitted to this office for review and it must comply with the requirements of Part 577.5, "Notification pursuant to a manufacturer's decision" and Part 577.10, "Follow-up notification."

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).

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,

A handwritten signature in black ink that reads "Alex Ansley". The signature is written in a cursive style with a checkmark at the end.

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