

OX BODIES®



"As Strong As An Ox"
Subsidiary of Federal Signal Corporation

IMPORTANT SAFETY RECALL

Recall No. 22E046

July 15, 2022

Customer name
Customer Address 1
City, State, Zip

Dear Ox Bodies Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Ox Bodies, Inc. has determined that a defect which relates to motor vehicle safety exists in certain replacement rear hinges, Part No. 2214483, that Ox Bodies outsourced from a third-party supplier from June 2019 through August 2021. Sales and distribution records indicate that you may have purchased one or more of the subject hinges. We are initiating a safety recall to address this condition.

REASON FOR RECALL

It has come to our attention that the rear hinge outsourced during this period has a potential weld defect. Should the rear hinge assembly weld fail, the body could detach and/or cause the truck to become unstable, increasing the risk of property damage, a vehicle crash without warning, and/or personal injury or death. As a result, impacted rear hinges will need to be inspected and repaired. Uninstalled hinges may be returned to Ox Bodies for refund, credit, or replacement.

WHAT WE WILL DO

Ox Bodies will repair and reinforce the hinge free of charge. Repair will take approximately two hours to complete. Uninstalled hinges may be returned to Ox Bodies for refund, credit, or replacement.

WHAT YOU SHOULD DO

The recalled hinges can be identified by the lack of a serial number on the hinge. Any uninstalled hinges should be returned to Ox Bodies for refund, credit, or replacement. Please contact Ox Bodies (see contact information below) for return instructions if you have an uninstalled hinge. If your hinge has been installed, please contact Ox Bodies (see contact information below) as soon as possible to arrange a service date to have the rear hinge assembly repaired. Ox Bodies will arrange for the repair without charge upon being contacted.

Contact Information:

Ox Bodies Service Email: oxservice@tbei.com *preferred contact method

Ox Bodies Service Voice Messaging: (205) 932-8185

We will strive to respond within 48 hours.

We recommend that you immediately inspect your rear hinge assembly welds for any separation or cracking. Be sure to thoroughly clean the rear hinge assembly before inspection. If weld

separation or cracking is found, do not use your vehicle and please contact Ox Bodies immediately to expedite your repair.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, contact Ox Bodies Warranty Department at 205-932-8148.

If a designated repair facility is unable to complete these repairs without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience that this action may cause you, but we are taking these steps in the interest of your safety and satisfaction.

Sincerely,

Kevin Griggs
Quality/Warranty Manager, Ox Bodies, Inc.