

IMPORTANT SAFETY NOTICE

SAFETY RECALL 23V363

Dear STE Hackney customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Safety Act.

STE Hackney, Inc. has identified that a defect which relates to motor vehicle safety exists in certain 2021, 2022 and 2023 Kidron Refrigerated Trailers, manufactured at our Montgomery, Pennsylvania facility from January 2022 to March 2023 and equipped with Hendrickson Trailer suspension with Quik-Align systems.

Reason for this recall:

STE Hackney is recalling certain refrigerated trailers equipped with Hendrickson Intraax and Vantraax suspensions with Quik-Align™ system; single axle fixed, tandem axle fixed, and sliding tandem axle; all air ride suspensions. The pivot bolt may not have been properly torqued during the alignment process.

Risk to motor vehicle safety:

Failure of the pivot bolts may cause the suspension and attached axle to separate from the trailer, increasing the risk of a crash.

Actions you should take:

Inspect if the adjuster bolt was **properly torqued**; The following illustration shows a bolt that has been properly torqued.



If your bolt looks like this there is no action required, Please return the post card with the no action needed and send it back to Kidron. Upon receipt of the post card Kidron will reimburse up to 1.0 hour labor for the inspection.

The following illustration show a bolt that was **improperly** torqued.



If this condition exists, immediately contact Mihai Serban of STE Hackney to receive corrective action instructions at 330-857-6810 and/or mserban@kidron.com STE Hackney will reimburse up to the estimated to take 1.0 hour that will take to complete the corrective action. If pivot bolts are missing replacement bolts will be shipped at no cost to you.

If you do not own this vehicle:

Our records indicate you are the owner of the vehicle identified on the enclosed card. If you do not own this vehicle, please fill out the **Authorization for Recall Service card** so you will not be contacted again regarding this recall.

If you need assistance:

If you believe that STE Hackney has failed to perform this repair within a reasonable amount of time, or the existing condition was not remedied without charge, please contact STE Hackney 800-763-0700.

You may also wish to submit a complaint to:
Administrator

National Highway Traffic Safety Administration,
1200 New Jersey Ave. S.E.
Washington, D.C., 20590

Or call the toll-free Vehicle Safety Hot-Line at 1-888-327-4236 (TTY:1-800-424-9152) or go to www.safercar.gov

Lessor Requirements:

Federal regulations require that any vehicle lessor receiving this Recall notice must forward a copy of this notice to the lessee within ten days.

Reimbursement Eligibility:

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses. Contact Kidron for details.

We request your prompt attention to the correction of this issue and apologize for any inconvenience this may cause you.

Sincerely,

Rosa Hernandez
Director of Quality Assurance
STE Hackney.