



**ST Engineering Hackney Inc.**  
911 W. Fifth Street P.O. Box 880  
Washington, North Carolina 27889, USA  
Phone: 252.946.6521  
Fax: 252.975.8340  
[www.vthackney.com](http://www.vthackney.com)

## **IMPORTANT SAFETY RECALL**

STE Hackney - Recall 23V492

This notice applies to your vehicle VIN numbers listed in the attachment.

February 21, 2024

Dear Kidron Customer,

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

STE Hackney has decided that a defect which relates to motor vehicle safety exists in certain 2022 and 2023 Kidron refrigerated trailers equipped with Tire Pilot Plus tire pressure regulation systems sold to customers between 30NOV22 and 01JUN23. STE Hackney in abundance of caution is extending the risk period to units built and shipped from NOV22 to DEC23 to ensure the affected customers can get the kit for final remedy.

This recall is influenced by SAF-Holland's recall number 23V-045. SAF-HOLLAND has developed and is ready to deploy the final remedy.

Our records indicate that Kidron trailers on the attached list potentially require a kit replacement because they were supplied to you by STE Hackney with a SAF- Holland suspension during the risk period.

### **Description of Defect:**

SAF-HOLLAND's Tire Pilot Plus product, equipped with the Electronic Regulator Control Unit Assembly tire pressure regulation system (TPRS) needs to be replaced. Trailers equipped with TPRS may experience unintended loss of pressure of all 8 tires while traveling at speeds higher than 45 mph, which increases the risk of a crash. This loss of pressure event occurs only on the Tire Pilot Plus - Electronic Regulator Control Unit Assembly that was launched by SAF-HOLLAND in late 2022.

### **Risk to motor vehicle safety:**

Reduced vehicle control and/or stability. Risk of tire tread separation and debris on the road, increasing the risk of a crash.

### **Actions you should take:**

The steps to follow to receive and install the permanent remedy are provided in the attached SAF-HOLLAND service bulletin, XL-AA20131SB-en-US.

- 1.- Confirm if the electronic regulator is assembly installed
- 2.- If determined to be part of the TPP recall reactivation kit will be needed.
- 3.- Please contact Mihai Serban, Warranty Manager 330-857-6810 and/or [mserban@kidron.com](mailto:mserban@kidron.com) to place kit orders.

Customers will be able to work with the STE Hackney Warranty team to receive replacement parts at no cost. STE Hackney will reimburse you the estimated cost of labor to replace the remedy kit.

### **Remedy for the defect:**

The remedy is to: 1) replace tire hoses, 2) replace the ECU harness, and 3) update ECU programming. This remedy will take approximately 1 hour to complete.



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Please contact the SAF-HOLLAND Warranty Team customer service at {1-800-767-6967} or email at [service@safholland.com](mailto:service@safholland.com) and request support and guidance on remedy kit replacement.

**If you do not own this vehicle:**

Our records indicate you were the original purchaser of the vehicle identified on the enclosed card. If you do not own this vehicle, please fill out the **Authorization for Recall Service card** and return to STE Hackney 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](http://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 because of this issue, you may be entitled to recovery of those expenses. Contact SAF Holland warranty team customer service at {1-800-767-6967} or email at [service@safholland.com](mailto:service@safholland.com) for details.

If you have any questions, please contact Mihai Serban, Warranty Manager 330-857-6810 and/or [mserban@kidron.com](mailto:mserban@kidron.com)

**We request your prompt attention to the correction of this issue.**

Sincerely,

Rosa Hernandez  
Director of Quality Assurance  
STE Hackney

Issue: Rev.01 02/21/24

Attachments:

1. Vehicle identification number listing.
2. SAF Holland service bulletin XL-AA20131SB-en-US – Issued 12/23