

## IMPORTANT SAFETY NOTICE

### NHTSA RECALL No. 24V-359

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

Dear STE Hackney customer,

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

STE Hackney, Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 and 2024 Kidron Refrigerated Trailers, manufactured at our Independence, Kansas facility from January 2024 to May 2024.

### Reason for this recall:

STE Hackney is recalling refrigerated trailers due to the wheel lug nuts may not have been properly torqued during the assembly process.

### Risk to motor vehicle safety:

Failure of having wheel lug nuts under torqued may cause the wheel to come loose from the trailer increasing the risk of a crash.

### Actions you should take:

Confirm if the Wheel lug nuts were properly torqued. Torque specification is: 450-500 ft lbs. If the wheel lug nuts are under torqued, apply the torque by the specification.



Wheel Lug Nut.

After confirming the torque, please contact Mihai Serban at 330-857-6810 and/or to be reimbursed. STE Hackney will reimburse up to 1.0 hour that will take to complete the corrective action.

**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](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 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.