

IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

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

OEM Systems, LLC, the installer of Contract Manufacturing LLC service bodies and flatbeds, has decided that a defect which relates to motor vehicle safety exists in certain 2024 Ram and Chevrolet trucks with hitches installed on CM bodies.

Why is a recall being conducted?

The rear body/bumper mounting brackets provided by the manufacturer are not hitch rated and must be replaced before the vehicle can be used for towing. Body manufacturer (CM) failed to provide relevant safety information on body mounting brackets. Vehicle cannot be used for towing until body/bumper mounting brackets are replaced or they may fail, allowing the load being towed to separate from the vehicle, possibly causing an accident. Body rear bumper sagging or out of square, stress fractures on rear body mounting plates on bumper side of mounting brackets

What are we doing about the problem?

CM sent replacement body/bumper mounting brackets and hitches to OEM. OEM contacted Express 4x4 to coordinate repairs and is covering all costs as repairs are completed. Steel is twice as thick, hitch is completely different and product is produced by B&W instead of CM manufacturing.

What should you do?

DO NOT USE THE VEHICLE FOR TOWING. Contact OEM Systems, LLC per a method outlined below.

What if you no longer own this vehicle?

If you no longer own this vehicle, please contact OEM Systems, LLC with that information and, if known, the updated owner information. You can let OEM Systems know by sending the information to:

Jordan Owen
OEM Systems, LLC
220 N. Industrial Blvd.
Okarche, OK 73762
Phone: 405-263-1206
Toll Free: 800-810-7252

Or email the information to jowen@oemsystems.biz

**Who should you
contact if you have
further questions or
concerns?**

Please contact Jordan Owen at OEM Systems, LLC should you have further concerns at the following email address jowen@oemsystems.biz or toll free 800-810-7252

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have already paid to have your 2024 Ram or Chevrolet with CM bed and hitch installed repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair. Here are the guidelines that speak to being reimbursed under CFR49 Transportation, Section 30120, Sub-section 3

(g) NON APPLICATION.—(1) The requirement that a remedy be provided without charge does not apply if the motor vehicle or replacement equipment was bought by the first purchaser more than 10 calendar years, or the tire, including an original equipment tire, was bought by the first purchaser more than 5 calendar years, before notice is given under section 30118(c) of this title or an order is issued under section 30118(b) of this title, whichever is earlier.

To learn more about what you need to do to obtain reimbursement, if eligible, Call Toll Free 800-810-7252

If after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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 apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Jordan Owen
OEM Systems,
LLC