



A Marmon | Berkshire Hathaway Company

**Kentucky Truck Body**

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*Custom Truck Body Manufacturing*

October 23, 2024

Company Name  
Address Line 1  
Address Line 2

## IMPORTANT SAFETY RECALL

NHTSA Safety Recall No. 24V642

**This Notice applies to your vehicle (VIN#: 1ABCD2EFGH3J45678)**

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

Kentucky Trailer has decided that a defect which relates to motor vehicle safety exists in your 2022-2024 KTB MV and PV truck bodies, with the Vehicle Identification Number set forth above.

We apologize for any inconvenience that this may cause, and we want to assure you that, with your assistance, we will correct this condition.

### **What is the Defect?**

Kentucky Trailer has identified a defect in the floor securement structure of the attic section of certain MV and PV model truck bodies. To date, there have been no accidents or injuries reported relating to this issue. The defect relates to a change in material and installation process of the attic floor. The prior material used for the attic floor was a panel made from a fiberglass reinforced plywood core, and this was installed using screws around the perimeter and to the crossmembers underneath the attic floor area. The attic floor material was changed to a composite fiberglass panel with a honeycomb core, and this was installed with screws along the front and adhesives along the sides, rear, and to the crossmembers underneath the attic floor area. Without the use of fasteners, the adhesive joints can fail, which allows motion in the attic area and degradation of the end clips of the crossmembers under the floor area. After enough degradation of the end clips of the crossmembers, the crossmembers can come loose.

If a crossmember were to fall off of a truck body unit, particularly if the truck body unit is in transit, serious injury and/or damage to nearby persons, vehicles and/or property could occur.

[kytrailer.com](http://kytrailer.com)

**As a precaution, please immediately inspect all truck body attics for loose crossmembers under the attic floor or any bent, cracked, or damaged end clips on the attic crossmembers using the included diagram. If you find any loose crossmembers we recommend keeping the unit parked until it is repaired.**

### **What should you do?**

**Immediately inspect your MV or PV product for any loose crossmembers under the attic floor or any bent, cracked, or damaged end clips on the attic crossmembers using the included diagram. If you find any loose crossmembers we recommend keeping the unit parked until it is repaired.** You should also submit a request for a repair kit to be sent to you or your designated service/repair facility, or schedule service at Kentucky Trailer's Louisville, KY service facility, both of which may be accomplished by completing and submitting Kentucky Trailer's recall form found on Kentucky Trailer's website at [www.recall-kytrailer.com](http://www.recall-kytrailer.com) (simply go to the web page, click on the attic recall form link for **Attic Recall 24V642**, complete the form and click submit). If you are unable to access the recall form, you can email Kentucky Trailer at [Recall-24V642@KYTrailer.com](mailto:Recall-24V642@KYTrailer.com), or call Kentucky Trailer's recall assistance telephone number at (502) 631-9666.

### **What will Kentucky Trailer do?**

Kentucky Trailer intends to remedy the subject defect by offering you two repair options. The first option is for Kentucky Trailer to ship to you, or your designated service/repair facility (free of charge), a kit containing the necessary parts required to complete the floor fastening repair along with a copy of the attached detailed technical repair instructions. In some cases, the movement of the floor system may have caused cracking at the crossmember/rail mounting brackets. For vehicles so affected an additional kit will also be provided to repair the damaged crossmember attachments.

Service/repair facilities that customarily service vehicles of this type should be well equipped to complete this repair. Kentucky Trailer will reimburse owners for the reasonable cost associated with making such repairs, which should take approximately (2.0) hours for the floor fastening repair and approximately (3.0) hours for the crossmember end clip repair.

If you choose to perform the repair yourself or at your designated service/repair facility, you will be able to request reimbursement for the repair by completing the Reimbursement Request Form found on our website [www.recall-kytrailer.com](http://www.recall-kytrailer.com) and returning it, along with the original repair receipt, to: Kentucky Trailer, Attn: Attic Recall 24V642, 7201 Logistics Drive, Louisville, KY 40258. Refund requests may take up to sixty (60) days to process.

Alternatively, the second option is for Kentucky Trailer to perform this repair for you (free of charge), effective immediately, at its Louisville, KY service facility.

### **Have you previously paid for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you may be eligible for reimbursement of such previously paid repairs. For more information regarding eligibility for, and reimbursement of, any such previously paid repairs, please contact Kentucky Trailer at (502) 631-9666.

**What if you are a vehicle lessor?**

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

**What if you no longer own or use this vehicle?**

If you no longer own or have retired this vehicle, please let Kentucky Trailer know by emailing us at: [Recall-24V642@KYTrailer.com](mailto:Recall-24V642@KYTrailer.com), or calling us at (502) 631-9666. If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner within ten (10) days of receipt of this letter.

If you have difficulty accessing the recall form on Kentucky Trailer's website ([www.recall-kytrailer.com](http://www.recall-kytrailer.com)) or have questions generally, please call Kentucky Trailer's recall assistance telephone number at (502) 631-9666 and one of our representatives will be happy to assist you. If you are still having difficulty getting your vehicle repaired in a reasonable time without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., 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 <https://www.nhtsa.gov/>.

Thank you for your prompt attention to this important safety matter.

Kentucky Trailer