



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 04, 2025

25V329

Charles Roy  
Custom Truck And Body Works  
13787 Whitehouse Parkway  
Woodbury, GA 30293

**Subject:** Overloaded Electrical System May Cause Fire

Dear Charles Roy:

This letter serves to acknowledge Custom Truck And Body Works's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CUSTOM TRUCK & BODY WORKS/FORD F-550/2020

**Mfr's Report Date:** May 21, 2025

**NHTSA Campaign Number:** 25V329

**Components:**

ELECTRICAL SYSTEM:WIRING

**Potential Number of Units Affected:** 3

**Problem Description:**

Custom Truck and Body Works (Custom Truck) is recalling certain 2020 Ford F-550 vehicles equipped with Weldon 8X16 Input-Output nodes. In the event of a short circuit or wiring failure, the firmware in the node may fail to shut off the output pin, resulting in overloaded electrical circuits.

**Consequence:**

Overloaded electrical circuits can overheat, increasing the risk of fire.

**Remedy:**

Custom Truck will work with Weldon to update the firmware, free of charge. All vehicles were repaired. Owners may contact Custom Truck customer service at 1-888-712-2963 or Weldon Division of Akron Brass customer service at 1-800-228-1161.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:****Percentage with Defect Not Supplied**

Provide the percentage of products estimated to contain the defect or noncompliance as required by 49 CFR 573.6 (c)(4), in an amended Part 573 Recall Report through the NHTSA Recalls Portal. If less than .1%, amend your filing to state .1% and provide the actual calculated amount.

**AMENDED 573 REQUIRED.**

**Please be reminded of the following requirements:**

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Custom Truck And Body Works's contact for this recall will be Sarah Shiver who may be reached by email at [SARAH.SHIVER@DOT.GOV](mailto:SARAH.SHIVER@DOT.GOV). We look forward to working with you.

Sincerely,

*Alex Ansley*

Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement