



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V329

Manufacturer Name: Custom Truck And Body Works

Submission Date: Jun 02, 2025

NHTSA Recall No.: 25V329

Manufacturer Recall No.: 24V347

Manufacturer Information

Population

Manufacturer Name: Custom Truck And Body Works

Address: 13787 Whitehouse Parkway
Woodbury GA, 30293

Total number of potentially involved:

Estimated percentage with defect:

Vehicle Information

Vehicle 1: 2020-2020 CUSTOM TRUCK & BODY WORKS FORD F-550

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Jan 01, 2020 - Dec 31, 2020

Number of potentially involved:

Descriptive Information:

Node software updates available at no charges from Whelen

Vehicle 2: 2020-2020 CUSTOM TRUCK & BODY WORKS FORD F-550

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Jan 01, 2020 - Dec 31, 2020

Number of potentially involved:

Descriptive Information:

Node software updates available at no charges from Whelen

Vehicle 3: 2020-2020 CUSTOM TRUCK & BODY WORKS FORD F-550

Product Category: Buses, Medium & Heavy Vehicles

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Product Type:

Fuel / Propulsion:

Production Dates: Jan 01, 2020 - Dec 31, 2020

Number of potentially involved:

Descriptive Information:

Node software updates available at no charges from Whelen

Defect / Noncompliance Description

Description of the defect or noncompliance:

The electrical current sensing calibration was not produced to specification so that the firmware would not shut off the output pin under a short circuit cause by external load or wiring failure.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

In the event of a short circuit or wiring failure, if the electrical circuit becomes overloaded, depending on how the input - output node is wired into the vehicle including whether it is located near a flammable fuel source, there is an increased risk of a heat related damage or fire.

Description of the cause:

Firmware programming issue

Identification of any warning that can occur:

None

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type: OEM

Name: Akron Brass

Address: 343 Venture Blvd
Wooster OH, 44691

Country: United States

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Involved Components

Component Name 1: NODE, VMUX**Component Description:** NODE, V-MUX, 8X16, NEXT GEN**Component Part Number:** 6030-2000-00

Chronology

- Notice from NHTSA

Related NHTSA Recall Number: 24V347

Description of Remedy

Remedy Type: Software**Consumer Advisories:** ☐ Do Not Drive ☐ Park Outside**Description of remedy program:**

Custom Truck and Body Works will contact the customer and have - Weldon update the Firmware on their Input - Output Node. Custom Truck and Body Works will reimburse the customer for any expenses incurred due to the recall

How remedy component differs from recalled component:

Firmware version number on the device determines the range of devices that shall be recalled Version 1.00-1.02 to be recalled

Identify how/when recall condition was corrected in production:

software updates

Reimbursement Plan

Description of reimbursement program:

Node software update available at no charges

Period of reimbursement:

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No close date

Costs to be reimbursed:

No cost free software update available

Address for reimbursement claims:

343 Venture Blvd
Wooster OH, 44691

Recall Schedule

Description of recall schedule:

Custom Truck has contacted the customer so that they can get their Node updated by Weldon

Planned Dealer Notification Date:

☒ No Dealers

Planned Interim Owner Notification Date:

☒ No Owners

Planned Remedy Owner Notification Date:

☒ Phased Recall

Date when VIN will be searchable: