



xx-xx-2020

IMPORTANT SAFETY RECALL

NHTSA Campaign #: **20E-034**
Maxon KIT **211385-01**

Customer

Point of Contact
Street Address
City, State, Zip Code

ATTN: Please ensure your Quality, Maintenance, Warranty, or appropriate internal departments are aware of this information.

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

Maxon has decided that a limited number of GPTLR & GPTWR liftgates built and SHIPPED between October 2017 and May 05, 2020 containing License Plate Bracket Light 908120-01 fail to conform to Federal Motor Vehicle Safety Standard NHTSA 49 CFR 571.108 Standard No. 108; Lamps, reflective devices, and associated equipment. RE: S7.7.15.4 Incident light from single lamp. When a single lamp is used to illuminate the license plate, the lamp and license plate holder must bear such relation to each other that at no point on the plate must the incident light make an angle of less than 8° to the plane of the plate, this angle being measured from the edge of the light emitting surface of the lamp farthest from the surface of the plate. This can result in the incorrect positioned provided 908120-01 License Plate Lamp causing confusion to other drivers and increasing risk of a crash.

You have purchased one or more (138) of these liftgates that you may, or may not, have utilized the Maxon provided License Plate Lamp 908120-01 in the kit which allows the lamp to shine directly to the rear of the attached vehicle.

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A **License Plate Upgrade Kit PN 211385-01 (Kit)** has been generated to upgrade the identified GPTWR & GPTLR License Plate Bracket Light to comply with 49 CFR 571.108 Standard No. 108. Implement the **Kit** as soon as feasible, without waiting for your next scheduled maintenance inspection. Please contact your local authorized Maxon distributor or liftgate maintenance provider. A person with average mechanical skills and hand tools will be able to perform the necessary upgrader. If you need us to assist you in locating a repair facility, please contact Maxon at the number provided below.

Maxon will provide the **Kit** containing instructions and necessary parts free of charge upon confirmation of the liftgate serial number and location of the units being updated. Refer to the **License Plate Upgrade Kit PN 211385-01** when making labor claims to Maxon Warranty Department. Installation of the **Kit** is estimated to take approximately 0.5 hour or less. The repair facility will be reimbursed at the prevailing regional shop labor rate upon receipt and notification of the completion and invoice for each authorized Kit installed.

Records indicate that you purchased the attached SN list of Maxon GPTWR & GPTLR. If any gate SNs are no longer in your possession, please notify the new owner regarding this Field Upgrade Kit and provide Maxon with the new owners contact information. Maxon will may make every effort to contact the new owner.

If this **Kit** upgrade has already been implemented, or if a different light was supplied during installation, please disregard this communication.

Anyone with identified liftgates in their possession, or general Questions regarding this Upgrade, should immediately contact **Luis Torres (L.Torres@maxonlift.com)** with Maxon Customer Support (562-598-8860), referring to the **License Plate Upgrade Kit PN 211385-01 -01**. For GPTWR & GPTLR General information and Parts locations please refer to our Manuals and Parts Portal on line at: <https://www.maxonlift.com>

If you are unable to get this safety defect remedied without charge and/or within a reasonable amount of time after contacting MAXON customer support, you may want to contact NHTSA. To submit a written complaint, contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, DC, 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9135): or go to <http://www.safercar.gov>.

Woody Woodrum
Director Continuous Improvement
MAXON LIFT CORP. 11921 Slauson Avenue. Santa Fe Springs, CA 90670



(562) 464-0099 (800) 227-4116 Fax: (800) 771-7713 Internet: <http://www.maxonlift.com>

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