



## IMPORTANT SAFETY RECALL

November 22, 2021

Safety Recall: TRiO Failure of bolts connecting shock hoop to pivot plate

NHTSA Recall: 21E088

Dear <First name, Last name>:

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

Tilting Motor Works has decided that there is a defect which relates to your TRiO kit.

### **! IMPORTANT !**

- TRiO conversion kits are being recalled; the remedy is now available.
- You should contact Tilting Motor Works or the dealer you purchased it from for help scheduling a service appointment.

#### **Why is your equipment being recalled?**

There have been reports of the bolts connecting the shock hoop to the pivot plate failing. Since suspension and steering are critical safety systems, this safety issue can cause the unit to become inoperable or cause immediate loss of traction power, which would make the vehicle more difficult to control and increase the risk of a crash.

#### **What will we do?**

Owners will be notified by mail and instructed to contact their dealer for help scheduling a service appointment to have their TRiO kits inspected and replaced if necessary, free of charge.

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

Please contact the dealer you purchased your accessory from for help scheduling a service appointment to have your accessory inspected or replaced.

**Do you have questions?**

If you have any questions or concerns, do not hesitate to contact Tilting Motor Works. The Tilting Motor Works main telephone number is (425) 318-4177.

If after contacting Tilting Motor Works, you are still not satisfied that we have done our best to remedy this condition without charge, and within a reasonable 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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21E088.

We apologize for any inconvenience this recall may cause you.

Thank you for being a Tilting Motor Works customer.

Sincerely,

**Tilting Motor Works**

Tel: 541-780-0032

17007 102nd Ave, Bothell WA 98011