

Crysteel Manufacturing, Inc
52182 Ember Road
Lake Crystal, MN 56055
p. 1-507-726-4335
<https://www.crysteel.com>

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

Customer name
Customer Address 1
Customer Address 2

January 31, 2022

Dear Crysteel Customer:

Included with this letter, you will find a NHTSA official recall letter concerning certain Crysteel Marathon trunnion mounted telescopic dump cylinders finished with a Black Armor nitrocarburized anti-corrosion surface treatment which has been sold to you between January, 2020 through October, 2021.

The NHTSA number for this campaign is: 21E-104.

Also included is a listing of the Sales Orders that are relevant to the cylinders which were sold to you by Crysteel.

What you must do is forward the included letter to your customer to notify them of this situation, **within 5 days of the receipt of this letter**. Pursuant to NHTSA guidelines, please use the envelopes included with this letter to send the recall letters to your end-user customers. We will then work with you to schedule when we will have replacement cylinders available to replace your customers' cylinder(s). In spite of current supply chain shortage issues, we are doing all we can to expedite this process. We intend to replace all cylinders in this campaign within 6 months.

Crysteel will notify you when a replacement cylinder is available. You can then schedule when to perform the Removal & Replacement of the existing cylinder, which you will then return to Crysteel as a core exchange. Crysteel will reimburse your removal & replacement labor costs for up to \$500 for this effort.

Important: It is a violation of Federal Law for a dealer or distributor to deliver a new motor vehicle or any new or used item of motor vehicle equipment covered by the notification under a sale or lease until the defect is remedied.

Crysteel recognizes that this is a very difficult situation and we thank you for working with us to resolve it on behalf of your customers. Please contact us at any time if you have questions or concerns related to this matter.

Sincerely,

Don Gorny, Product Manager
Crysteel Manufacturing, Inc