

June 16, 2020

## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, VIN: **See Attached List**

**National Highway Traffic Safety Administration Recall Number: 21V340**

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

### **Why is a recall being conducted?**

ETI has decided that a defect relating to motor vehicle safety exists in certain models of its Aerial Lift Trucks. The recall population includes affected models assembled from January 2017 to November 2020, with front outriggers that contain part numbers: 11700-STD, 11836-STD, 11855-STD, 11863-CG, 11863-STD, 11872, 11948-STD, 12159-PKV, 12159-STD, 12380-STD, and 12484-F17-STD.

We have determined that there is an inadequate weld connecting the outrigger assembly and the body's sub-frame assembly, which allows the sub-frame to move and the rear shear plate to fatigue and/or potentially fail while carrying all the body and aerial unit load. If there is a resulting failure of the aerial unit during use, this could cause serious injury to persons or property damage.

### **What are we doing about the problem?**

Aerial lift trucks subject to this recall will be inspected by an ETI representative, and any units found to have non-conforming outrigger/shear plate welds will be repaired and replaced in the field. There will be no charge to you for this work.

## What should you do?

**Immediately** remove your aerial lift truck from service. Please contact our Customer Service Department and provide us with your Vehicle Identification Number (VIN), Serial Number, and Unit Location to arrange for a field inspection by an ETI representative.

Contact Customer Service via phone or email:

T (405) 748-3841

TF (888) 748-3841

etiservice@etiequipment.com

## How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to our customers. The repair work is expected to take approximately 8 hours, and can be done onsite, at the customer's location.

If, after having attempted to take advantage of this recall, you believe that you have not been able to have your Aerial Lift Truck remedied without charge and within a reasonable amount of 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>.

At ETI, the safety of our customers and Aerial Lift Truck operators is a top priority. We appreciate your confidence in our product and wish to do everything we can to retain that confidence. We recognize that this recall action will be an inconvenience to you, but ETI will strive to minimize it to the best of our ability.

Sincerely,



Andrew Kapraun  
Quality Manager



341 NW 122<sup>nd</sup> Street | Oklahoma City, OK | 73114 | USA

**AFFECTED SERIAL NUMBER & VIN**

<b>0117C013667</b>	<b>1FDUF5G</b>
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