

{{ Registered Dealer}}

{{ Dealer Address }}

{{Dealer City}}

{{ Zip Code }}

USA

{Aug 24, 2022}

Important Safety Recall

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

RE: Safety Recall 22V566 - Steering Gear Assembled Incorrectly

Dear Kalmar Dealer:

Kalmar has decided that a defect, which relates to motor vehicle safety, exists in certain Ottawa T2 model terminal tractors manufactured between June 14, 2021 and July 20, 2022. As a result of this decision Kalmar has initiated a recall of the affected vehicles.

Our investigation, in conjunction with R.H. Sheppard Co., Inc., has determined that certain 2021-2022 Kalmar Ottawa T2 vehicles have steering gears that may have been assembled incorrectly, which can cause the gears to fracture. A fractured steering gear can cause a loss of steering control, increasing the risk of a crash.

In order to remedy the situation, customers should contact Kalmar Product Support. R.H. Sheppard has provided Kalmar with a list of potentially defective serial numbers. A new steering gear will be provided under warranty. The remedy should be performed at no cost to the customer and Kalmar / R.H. Sheppard will reimburse dealers for their work. Kalmar is putting together further service information on verifying the potentially defective steering gear.



If you believe Kalmar has failed or is unable to remedy the defect within a reasonable time you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590; or call the Vehicle Safety Hotline at 1-888-327-4236 or go to <http://www.safercar.gov>.

If you have any questions or concerns regarding this repair, contact the Kalmar Product Support Department at 1-785-229-6327.

Yours sincerely,
Eric Swanson
Product Safety and Standards Engineer

Brian Goudreau
Global Warranty Supervisor