

{{ Registered Owner}}
{{ Owner Address }}
{{Owner City}}
{{ Zip Code }}

USA

{Feb 13, 2023}

IMPORTANT SAFETY RECALL

Safety Recall 23V029 - Cab Tilt Hydraulic Cylinder Malfunction

This notice applies to your vehicle with VIN {XXXXXXXXXXXXXX} - Chassis Serial Number { UE }} XXXX}

Important Safety Recall

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

Kalmar has decided that a defect, which relates to motor vehicle safety, exists in certain 2022 Ottawa T2 model terminal tractors manufactured between November 4, 2022 and November 21, 2022.

Our investigation, in conjunction with Precision Hydraulic Cylinders, Inc., has determined that certain cab tilt cylinders may be missing a retainer ring which can cause the cylinder to malfunction and cause the cab to tip over during maintenance/service. This may lead to an increased risk of an accident.

In order to remedy the situation, you should contact your local Kalmar terminal tractor certified dealer and they will inspect the cylinder per the service bulletin (SB23RC0048) issued to dealers. If the serial number and date range on the cylinder comes from suspect batches, per Precision Hydraulic Cylinders, the service bulletin instructs the dealer to replace the cylinder. The remedy should be performed at no cost to the customer and Kalmar will reimburse dealers for their work. Inspection and replacement of the cylinder will take approximately 30 minutes to complete.

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If you are the lessor of this vehicle please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

All vehicles and repairs are covered under Kalmar warranty. 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