



Date of Customer Notification

Recall XXV-XX

VIN:

Ref: S/N

Dear Customer:

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

Kalmar Trailer Handling of Kalmar Industries Corp. has decided that a defect which relates to motor vehicle safety exists in certain models Ottawa 30, 50, and 60T, and Ottawa 4x2 DOT/EPA, and 6x4 DOT/EPA manufactured between September 26, 2006 and August 27, 2007 may contain a potential safety related defect. It has been determined that if the heater/AC duct under the dash was not properly routed or secured, chaffing may occur, exposing the steel spiral reinforcement. If this reinforcement is contacted with an electrical power connector, such as the power stud on the firewall, it may cause an electrical short resulting in a spark and potential fire. This may result in significant property damage.

The defect is in the Heater/AC hose ducting, which may have steel spiral reinforcing and or improper routing or securement away from electrical connectors.

Instructions on how to inspect your vehicle for the presence of the defective heater/AC hose duct and the measure to take to remedy this defect if it exists is provided with this letter.

If after inspection, you determine that your vehicle has the improper Heater/AC hose, you should contact the Kalmar Customer Service Department at 785-229-6327. We will provide you with replacement Heater/AC hose. We ask that you perform this inspection and any required repairs without delay and then return the attached confirmation form.

If you prefer, you can contact your local Kalmar Ottawa Dealer to have them perform the inspection and any necessary repairs.

Kalmar will reimburse (.5 hours) labor per unit to perform this inspection, and a total of (2.5 hours) if it is necessary to remedy the situation. Labor claims should be submitted to Kalmar Trailer Handling Customer Service for payment. All claims for reimbursement must include documentation for labor hours and travel (if any) and a completed confirmation of repair form (enclosed). If you have any questions regarding this repair, contact your Kalmar-Ottawa Dealer or Kalmar-Ottawa Customer Service Department at (785) 229-6327.

Kalmar Industries Corp.
415 East Dundee Street
Ottawa, KS 66067, USA
www.kalmarind-northamerica.com

Tel. 785-229-6350
Fax. 785-242-8573



If you believe Kalmar Trailer Handling has failed or is unable to remedy the defect without charge within a reasonable time, you may submit a complaint to:

The Administrator,
National Highway Traffic Safety Administration,
1200 New Jersey Avenue, SE
Washington, DC 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>.

If you have any questions, they should be directed to:

Kalmar Industries Corp.
415 E. Dundee
Ottawa, KS. 60067

Attn: Paul Williams
(785) 229-6358

Sincerely,

Keith Pfannenstiel, P.E.
Director of Engineering
Trailer Handling
Kalmar Industries Corp.



CONFIRMATION OF REPAIR

Location of Unit Being Repaired:

Company _____
Street _____
City _____
State _____
Zip _____

User:

Company _____
Street _____
City _____
State _____
Zip _____

Ottawa Serial Number _____

VIN _____

Date Repair Performed _____

On the above date, I, _____(name) performed the repairs on the above listed serial number in accordance with the Kalmar Industries Corp. letter dated November 21, 2007, regarding the Heater / AC Duct hose per the procedures supplied. I tested the unit upon completion of the repair for proper operation.

Signed: _____

Print Name: _____