

Safety Recall Follow-Up Customer Notification

07V-256 Air Brake Hose Non Compliance Campaign

VIN: «VIN»

Ref: S/N «Serial»

Date

Dear Customer:

This follow-up notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, Title 49 Part 573. A review of our records indicates that the original notification letter which was sent to you in October 2008 did not result in any action being taken to correct the problem on the vehicle with the VIN shown above.

Cargotec USA (formerly Kalmar Industries USA; formerly Ottawa Truck Division) has determined that certain Ottawa model terminal tractors manufactured between May 1997 and May 2007 fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 106, "Brake Hoses".

If you are no longer the owner of record, if the vehicle has been sold, or if it is no longer in service, or if you know who the new owner is, please provide us with that information. Complete the attached form and return it to:

Cargotec USA
415 E. Dundee St
Ottawa, Ks 66067
Attn: Courtney Sands

Instructions on how to remedy this noncompliance are provided within this letter.

Noncompliance

The noncompliance is in the rear axle air brake hose assemblies. The crimped-on hose fitting used is not a “DOT” approved hose fitting. The hoses in question connect the air brake chambers to the brake valves mounted in the frame.

In the event that this hose should fail we would expect that the emergency brake system would remain in service and could be used to stop the vehicle. If a failure occurred in the air line installed on the spring brake side of the brake chamber, the spring brakes would apply. This would require that the hose be repaired before the vehicle could be returned to service. The sudden application of the spring brake while the vehicle is traveling could lead to a crash.

Cargotec's Program for Remedy

The remedy for this noncompliance is to replace the hoses. Customers should contact their local Kalmar Terminal Tractor dealer to schedule the repair.

If you prefer to perform the replacement yourself contact the Cargotec Customer Support Department at 785-229-6327 and parts will be provided at no cost. Cargotec will reimburse up to 2 hours of labor per unit to perform this repair. Labor claims should be submitted to Cargotec USA; Customer Support for reimbursement. All claims for reimbursement must include documentation for labor hours and travel time (if any) and a completed confirmation form (enclosed).

We ask that the hose replacement be performed without delay. After installation is complete please complete the attached “Completion of Repair” form and return it to Cargotec USA either via mail, fax or e-mail to the address / number shown on the form.

If you believe Cargotec USA has failed or is unable to remedy the noncompliance without charge within a reasonable time, you may submit a complaint to:

The Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington, DC 20590

Or you may call the toll free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

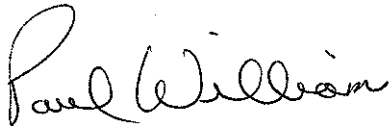
Questions about this campaign should be directed to:

Cargotec USA
415 E. Dundee
Ottawa, KS. 66067

Courtney Sands
(785) 229-6327
(785) 229-6361 fax
courtney.sands@cargotec.com

Thank you for your cooperation in this matter.

Sincerely



Paul Williams
Dealer Support Manager

CONFIRMATION OF REPAIR

Location of Unit Being Repaired:

Company _____
Street _____
City _____
State _____
Zip _____

User:

Company _____
Street _____
City _____
State _____
Zip _____

VIN, «VIN»Ottawa Serial Number, «Serial»

Date Repair Performed _____

On the above date, I, _____ (name) performed the repairs on the above listed serial number in accordance with the Recall 07V-256. I tested the unit upon completion of the repair for proper operation.

Signed: _____

Print Name: _____

I am not the owner of this vehicle. The new owner is:

Owner _____
Address _____
Phone _____

Return to completed form to:

Cargotec USA
415 E. Dundee St.
Ottawa, KS 66067
Attn: Courtney Sands

Fax (785) 229-6361

courtney.sands@cargotec.com