

Sutphen Service Dept.
PO Box 1845
Springfield, OH 45501

March 2, 2010

<< CUSTOMER NAME >>
<< ADDRESS1 >>
<< ADDRESS2 >>
<< CITY >>, << STATE PROVINCE >> << POSTAL CODE >> << COUNTRY >>

***** SAFETY RECALL NOTICE *****

Dear Customer:

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

Sutphen Corp. has decided that a defect which relates to motor vehicle safety exists in certain SPH model aerial tower vehicles equipped with Detroit Diesel and Caterpillar engines manufactured between January 2004 and December 2009. The driveline angles of these certain vehicles were found to be out of tolerance when calculated with the "Allison Transmission Multiple Joint Driveline Analysis" software.

Driveline angles out of tolerance may create vibrations in the driveline, increasing the risk of premature U-joint failure.

Our records indicate that your SPH listed below was manufactured during the affected production period.

<u>HS #</u>	<u>Vehicle Serial Number</u>	<u>Modification</u>
<< HS#>>	<<VIN >>	<<X-member/Shaft Phase Shift>>

To correct the defect described above, Sutphen Service will be coordinating the required modification to your vehicle. The campaign consists of modifying a cross-member on Pre-2007 vehicles with a Detroit Diesel motor or Re-phasing the second drive shaft on Post-2007 vehicles with a Detroit Diesel or Caterpillar motor. Modifications will be completed free of charge (parts and labor) and will require approximately 4 hours to complete.

If you have questions or concerns about this campaign please contact the Sutphen Service Department 1-866-287-5549

We apologize for the inconvenience this campaign may cause. Sutphen is initiating this action because of the sense of responsibility Sutphen has for customer safety and customer satisfaction with our products. Thank you for your attention to this matter.

Respectfully,
Allen Shaw
Service Manager
Sutphen Corp.

Service, Warranty & Parts
1-866-287-5549 or 937-969-8851

Sutphen Corp. - Service and Parts
1653 West County Line Road
Springfield, Ohio 45501
Fax: 937-969-8869