



9/27/2017

**IMPORTANT SAFETY RECALL NOTICE
ACTION REQUIRE**

VIA FIRST CLASS MAIL

*Re: Crane Carrier, Recall #17V525
Dana, Inc. Recall ID #17E041*

Dear Owner:

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

Crane Carrier has decided that a defect which relates to motor vehicle safety exists in certain 2015-2016 LET2 model chassis equipped with a Dana steer axle produced between May 1, 2015 and May 1, 2016.

In the subject steer axles that are affected, the tie rod can become loose, which should cause significant auditory warning and/or looseness in the steering. If a vehicle operator continues to operate the vehicle in spite of this warning, the tie rod may disconnect from the steering knuckle, which could cause the driver to lose full control of the vehicle. Any vehicle operator who experiences the described warnings, or has other evidence of this concern, should immediately cease operation of the vehicle.

Given this potential issue, the steer axle manufacture, Dana, is recalling the subject steer axle models. To promote your safety and satisfaction with your vehicle, we ask that you bring all vehicles equipped with the described steer axles to your nearest Crane Carrier dealer as soon as possible. At no charge to you, the dealer will inspect the steer axle to determine if the castellated nut in the tie rods are adequately torqued. If not, the dealer will torque the nuts. If doing so secures the nuts, the dealer will install a new cotter pin and return the vehicle to service. If the nuts do not become properly secured and aligned after being adequately torqued, the dealer will replace the knuckle and tie rod end assemblies.

It will take approximately one hour to inspect your vehicle and torque the castellated nuts. Approximately one day is needed if the knuckle and tie rod assemblies need to be replaced.





Dana, Inc. will be the primary point of contact for this remedy and may be reached at 1-877-777-5360, option #3. Should you feel an appropriate response as not been given, please call 1-918-286-2300 and follow the prompts to speak with your Crane Carrier service representative. In the event you believe we have failed or are unable to perform the castellated nut inspection and perform any needed repair without charge to you within sixty (60) days after you seek an inspection, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or phone NHTSA's Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153; or go to <http://www.safercar.gov>).

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

We regret this inconvenience. Crane Carrier is committed to the highest standards of safety and product quality, and our interest is your safety and satisfaction with your vehicle. Please bring this letter to your dealer immediately for a free inspection and, if needed, repair of your steer axles. Thank you.

Sincerely,

A handwritten signature in black ink that reads "Michael L. Co.".

Director of Aftermarket Parts and Service
Hines Specialty Vehicle Group

