

## IMPORTANT SAFETY RECALL

This notice applies to your Maintainer truck (VIN: XXXXXXXXXXXXXXXXXXXXX)

Subject: Safety Recall 18V669 – Possible Front Axle Driveshaft Failure

Dear XXXXX XXXXXX,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Maintainer Corporation of Iowa, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2017 - 2018 model year trucks. Our records show that you are the owner of an affected unit.

The Problem: The units involved in this voluntary recall contain a FORCE America hydraulic pump (FORCE America part number AGP25-LA2-20162016-20111T) installed by Maintainer that may interfere with the Ford front axle driveshaft (included on the Ford chassis) when the front suspension is fully articulated / compressed. If the interference is significant or prolonged, the driveshaft could separate at the point of interference which would result in loss of power to the front drive axle and possible damage to other components near the driveshaft. This situation could result in unexpected vehicle motion, increasing the risk of a crash.

The Remedy: We will remedy the defect at no cost to you. The existing hydraulic pump will be removed, and a different brand of pump will be installed which will provide adequate clearance. Additionally, the front axle driveshaft will be inspected for any prior instances of interference. If any signs are found, the driveshaft will also be replaced, free of charge. Please inspect the driveshaft (taking a photo of it) and then call Doug Schrader / Customer Service department at 866-781-3259 for identification of your closest dealer or repair center.

Precautions To Reduce Chance Malfunction Will Occur Prior To Remedy: We recommend that you inspect the front axle driveshaft on the affected unit on a regular basis (daily, or after use on uneven surfaces) for signs of wear / interference. If you find any signs, you should not use the vehicle until the changes have been made. Also, as always, you should investigate any unusual noises that may emanate from that area during use of the vehicle.

Reimbursement of Expenses: If you have already paid for a remedy related to the defect described in this notice, the insert enclosed with this notice provides information regarding our reimbursement of such costs.

Units Leased or Sold: If you have leased the subject unit to another person or entity, federal regulations require that you send a copy of this notice to the lessee within ten days. If you no longer own this unit, please let us know the name of the new owner. You can do this by calling Doug Schrader / Customer Service at 866-781-3259, or by mailing us at Maintainer Corporation of Iowa, 1701 2<sup>nd</sup> Avenue, Sheldon, IA 51201.

Additional Information: If you need more information, please call Doug Schrader / Customer Service at 866-781-3259, or contact us at ATTN: Doug Schrader / Customer Service, Maintainer Corporation of Iowa, 1701 2<sup>nd</sup> Avenue, Sheldon, IA 51201.

If you believe we have failed or been unable to remedy the defect within a reasonable time and without charge, then you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., 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>.

We appreciate and value your business. Your safety and satisfaction with your truck are our primary concerns. By coordinating the replacement through a local dealer or repair center, we hope to minimize any inconvenience this matter may cause you.

Sincerely,



Quality Manager

Maintainer Corporation of Iowa, Inc.