



IMPORTANT SAFETY RECALL

November 22, 2021

Safety Recall: TRiO Failure of bolts connecting shock hoop to pivot plate

NHTSA Recall: 21E088

Dear <Dealer Name>:

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

Tilting Motor Works has decided that there is a defect which relates to the TRiO kits. You are receiving this notice as a dealer that may have sold one or more of these kits.

! IMPORTANT !

- TRiO conversion kits are being recalled; the remedy is now available.
- You should contact customers that purchased a kit and help them schedule a service appointment.

Why is the equipment being recalled?

There have been reports of the bolts connecting the shock hoop to the pivot plate failing. Since suspension and steering are critical safety systems, this safety issue can cause the unit to become inoperable or cause immediate loss of traction power, which would make the vehicle more difficult to control and increase the risk of a crash.

What will we do?

Tilting Motor Works will be notifying all dealers by mail. Dealers are being asked to contact all owners that they sold the TRiO conversion kits to and help the owners schedule an appointment to have the TRiO kits inspected and replaced if necessary, free of charge.

What should you do?

Please try to contact any owners that sold the TRiO accessory kits to and help them with scheduling service appointments to have the accessory inspected or replaced.

Tilting Motor Works
17007 102nd Ave, Bothell WA 98011 Tel: 541-780-0032

Do you have questions?

If you have any questions or concerns, do not hesitate to contact Tilting Motor Works. The Tilting Motor Works main telephone number is 541-780-0032.

If after contacting Tilting Motor Works, you are still not satisfied that we have done our best to remedy this condition without charge, and within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21E088.

We apologize for any inconvenience this recall may cause you.

Thank you for being a Tilting Motor Works customer.

Sincerely,

Tilting Motor Works

Tel: 541-780-0032

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