

{{ Registered Dealer}}
{{ Dealer Address }}
{{Dealer City}}
{{ Zip Code }}

USA

{Feb 13, 2023}

Important Safety Recall

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

RE: Safety Recall 23V029 - Cab Tilt Hydraulic Cylinder Malfunction

Dear Kalmar Dealer:

Kalmar has decided that a defect, which relates to motor vehicle safety, exists in certain Ottawa T2 model terminal tractors manufactured between November 4, 2022 and November 21, 2022. As a result of this decision Kalmar has initiated a recall of the affected vehicles.

Our investigation, in conjunction with Precision Hydraulic Cylinders, Inc., has determined that certain cab tilt cylinders may be missing a retainer ring which can cause the cylinder to malfunction and cause the cab to tip over during maintenance/service. This may lead to an increased risk of an accident.

In order to remedy the situation, customers should contact you to perform a field campaign. Kalmar is generating a service bulletin for this field campaign. The inspection and remedy will take less than 30 minutes (½ hour) to complete. The inspection and remedy should be performed at no cost to the customer and Kalmar will reimburse dealers for their work.

If you believe Kalmar has failed or is unable to remedy the defect within a reasonable time you may wish to write to the Administrator, National Highway Traffic Safety Administration,



1200 New Jersey Ave, SE, Washington, DC 20590; or call the Vehicle Safety Hotline at 1-888-327-4236 or go to <http://www.safercar.gov>.

If you have any questions or concerns regarding this repair, contact the Kalmar Product Support Department at 1-785-229-6327.

Yours sincerely,
Eric Swanson
Product Safety and Standards Engineer

Brian Goudreau
Global Warranty Supervisor