

SAFETY RECALL NOTICE
MDS-4 SHRED TRUCKS
MANDATORY FIELD SERVICE REQUIRED

Date: May 2, 2023

Customer Name: Various

Serial Number: Various

Vehicle: Freightliner, M2106, 2022

This notice applies to your vehicle, VIN: multiple VIN's

NHTSA Recall No. 23V287

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

WHY YOU ARE RECEIVING THIS NOTICE

Shred-Tech has decided that a defect, which relates to motor vehicle safety, exists in certain 2021-2023 MDS-4 Shred Truck ("MDS-4"); vehicles may be affected by a potential defect in the cutting chamber which may pose a risk of fire. As a result, Shred-Tech needs to perform field service on affected MDS-4s to repair or replace certain cutting chamber component to remedy the problem and help maintain the performance and safe operation of your MDS-4

You have been identified as an owner or operator of an affected MDS-4. It is important that you immediately read and comply with this notice.

If you have sold or leased your MDS-4 to someone else, please advise us immediately.

NATURE OF THE DEFECT

Shred-Tech has identified a potential hazard which may cause a fire to start within your MDS-4 cutting chamber. The end knives in the cutting chamber may run against a flat bulkhead wall with no specific clean-out feature to remove any buildup of material resulting in a potential for material to build up in this gap. This scenario may be increased by the knife stack shifting towards the bulkhead wall, generally occurring during each break-in period of a newly assembled shredder, and compressing any paper wedged in. Heat or smoke from friction will be the first indication of the problem with the potential for a fire if allowed to continue.

The affected MDS-4s were produced from January 2021 to March 2023 and are within the following range of serial numbers: MDS-4-33-F642 to MDS-4-33-G742.

Shred-Tech has identified that your MDS-4 may be affected by this defect.

WHAT YOU SHOULD DO

It is necessary for Shred-Tech factory approved technicians to perform field service on your MDS-4 to remedy this defect. As detailed below, Shred-Tech will be in contact with you shortly to arrange for this field service.

Shred-Tech recommends that throughout the course of your regular daily duties, operators must inspect and note your MDS-4's cutting chamber components condition as follows.

- Avoid high risk contaminate products such as batteries, & larger metals.
- Designed for paper destruction applications. Use caution when shedding other materials.
- Clear the cutting chamber of debris & product for best inspection practices.
- Physically inspect the cutting chamber ends for unusual signs of heat.
- Note any unusual smells, smoke or burning scents.
- Visually, compare the cutting chamber component appearance near each end to those near at the center of the chamber. Dark colors or blueing are signs of excessive heat.
- Carefully fan your hand above the effected area to detect heat. **DO NOT TOUCH CUTTING CHAMBER COMPONENTS SUSPECTED TO BE HOT.**
- Cool the effected area using water and report this condition immediately.
- **DO NOT INTRODUCE OXYGEN TO THE CARGO AREA BY OPENING THE PAPER STORAGE COMPARTMENT UNTIL FIRE DEPARTMENT PERSONNEL ARE AVAILBLE.**

In the event you experience unusual operating conditions within the shredder cutting chamber, which includes observing smoke emanating from the cutting chamber, cease using the MDS-4 immediately and contact us at 1-877-566-2345 or 1-800-465-3214 or via email at support@shred-tech.com.

NEXT STEPS

Within days of receiving this notice, Shred-Tech Service will contact you to schedule the mandatory field service. The field service will be performed at your location (or elsewhere if preferred) by a qualified Shred-Tech technician. The field service will be conducted at no cost to you.

This field service will include repair or replacement of certain components in the MDS-4 cutting chamber. Depending on your equipment's condition, this field service will take approximately twenty (20) hours to complete. This will mean that your MDS-4 will not be available for use for approximately three (3) days during the service.



Shred-Tech regrets this development, and it is working diligently to remedy this situation immediately. We apologize for the inconvenience caused by required field service.

If you have any questions about this notice, please contact Shred-Tech at 1-877-566-2345 or 1-800-465-3214 or via email at support@shred-tech.com.

If Shred-Tech fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave SE, Washington, DC 20590.

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that you forward a copy of this safety recall notice to the lessee (if applicable) within 10 days. You may be eligible for the cost of repairs made prior to receiving this notice.

Regards,

A handwritten signature in blue ink, appearing to read "Romel R. Reddi".

Romel R. Reddi

President, Shred-Tech