



IMPORTANT SAFETY RECALL

This notice applies to your vehicle.

Please refer to the affected unit listing by Chassis ID shown further in this document

NHTSA Recall No. 23V354

11 JUNE 2024

Dear Dealer Network, Customers, and
Fleet Customers.

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

TICO Manufacturing has decided that a defect, which relates to motor vehicle safety, exists in certain June 2021 through March 2022 TICO Pro-Spotter vehicles.

WHY DOES MY VEHICLE NEED REPAIR?

R.H. Sheppard Co., Inc., a supplier to TICO Manufacturing notified TICO and NHTSA of a condition where a small percentage of steering gears were assembled without the required number of internal recirculating balls. This may cause a bind when loads are applied. In some cases, this may cause an internal fracture of the gear parts, resulting in loss of vehicle steering. This increases the likelihood of a crash. Preceding the internal fracture, the steering may be perceived as strained by the driver. No audible or visual warning is available.

WHAT WILL YOUR DEALER DO?

TICO Dealers will inspect the steering gears on potentially affected units based on the chassis ID list shown below and regardless of vehicle functionality. The inspections should take approximately 0.5 Hours. (30 minutes). Upon completion of inspection, your dealer will submit a case via TICO EDGE notifying TICO Uptime Center of the Steering Gear serial number. Upon notification, TICO representatives will cross reference with Sheppard to determine if it is or is not a unit affected by the recall.

If the serial number of the inspected gear IS affected by the Sheppard recall, a steering gear will be sent for replacement to your dealer. TICO will cover the inspection time, as provided by Sheppard in their documentation, as well as replacement time in accordance with Sheppard SRT. TICO will also cover your dealers' travel expenses.

Your dealer will replace the steering gear at no cost to you. The repair should take approximately 2.5 Hours to complete. However, due to scheduling and shipping of the

replacement steering gear, your dealer may require your vehicle for longer. Your dealer should be able to provide a more accurate repair time estimate.

Important Notes:

- A. If the serial number of the inspected gear is NOT affected by the R.H Sheppard Co. recall, no further action is required.
- B. If during the campaign, we identify the 16 units requiring gear replacement before all trucks have been inspected, you will receive a notice that the campaign has ended.

WHAT SHOULD YOU DO?

Please contact your local authorized TICO dealer and schedule an appointment for your free inspection as soon as possible. If your steering gear is affected, your dealer will provide you with a more accurate repair completion date for your free of charge repair.

WHO SHOULD YOU CONTACT WITH FURTHER QUESTIONS OR CONCERNS?

If you have and questions or concerns about this recall, please contact the TICO Uptime Center at Phone: 833.UPTIME.2 or e-mail us at: warranty@ticotracors.com.

If your dealer 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.com>.

WHAT IF YOU ARE A LESSOR?

Feder law requires that you forward a copy of this safety recall notice to the lessee with 10 days.

WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?

You may be eligible to receive reimbursement for the cost of repairs made prior to the original TICO CAMPAIGN BULLETIN dated June 23rd, 2023. You may submit your receipts detailing the replacement costs (unless it was otherwise covered under warranty.) along with your reimbursement request by e-mailing us at: warranty@ticotracors.com.

WHAT IF YOU NO LONGER OWN THE VEHICLE?

If you no longer own the vehicle, please contact the TICO Uptime Center at Phone: 833.UPTIME.2 or e-mail us at: warranty@ticotracors.com.

We apologize for any inconvenience and thank you for your attention to this safety matter.

Sincerely

TICO Uptime Center Team

Unit listing (By Chassis ID)

8637	8685	8756	8822	8869	8952
8638	8686	8757	8823	8870	8953
8640	8687	8758	8824	8871	8954
8641	8688	8759	8825	8872	8955
8642	8689	8760	8826	8873	8956
8643	8690	8761	8827	8874	8962
8644	8691	8762	8828	8875	8963
8645	8692	8763	8829	8876	8964
8646	8693	8764	8830	8877	8965
8647	8694	8765	8831	8878	8966
8648	8695	8766	8832	8879	8969
8649	8696	8767	8833	8880	8970
8650	8697	8768	8834	8881	8971
8651	8698	8778	8835	8882	8972
8652	8723	8779	8836	8883	8973
8653	8724	8780	8837	8884	8974
8654	8725	8781	8838	8885	8975
8655	8726	8782	8840	8886	8976
8657	8727	8783	8841	8887	8992
8658	8728	8784	8842	8888	8993
8659	8729	8785	8843	8889	8994
8660	8730	8786	8844	8890	8995
8661	8731	8787	8845	8891	8996
8662	8732	8788	8846	8892	8997
8663	8733	8789	8847	8893	8999
8664	8734	8790	8848	8894	9000
8665	8735	8791	8849	8895	9001
8666	8736	8792	8850	8896	9002
8667	8737	8793	8851	8897	9003
8668	8739	8794	8852	8898	9006
8669	8740	8795	8853	8899	9007
8670	8741	8796	8854	8900	9008
8671	8742	8797	8855	8929	9009
8672	8743	8798	8856	8930	9010
8673	8744	8799	8857	8931	9012
8674	8745	8800	8858	8932	9013
8675	8746	8801	8859	8933	9017
8676	8747	8802	8860	8934	9018
8677	8748	8803	8861	8935	9019
8678	8749	8814	8862	8937	9022
8679	8750	8815	8863	8940	9023
8680	8751	8816	8864	8941	9024
8681	8752	8817	8865	8942	9027
8682	8753	8818	8866	8943	9028
8683	8754	8819	8867	8944	9029

8684	8755	8820	8868	8945	9030	
9031	9081	9170	9259	9312	9381	10321
9032	9082	9171	9260	9313	9382	10322
9033	9083	9172	9261	9314	9393	10323
9034	9084	9173	9262	9315	9394	10324
9035	9085	9174	9263	9321	9395	10325
9036	9086	9175	9264	9322	9396	10326
9037	9087	9176	9265	9323	9397	
9038	9088	9177	9266	9324	9398	
9039	9089	9178	9267	9325	9399	
9040	9090	9179	9268	9326	9400	
9041	9091	9181	9269	9327	9401	
9042	9092	9182	9270	9328	9402	
9043	9113	9183	9271	9329	9403	
9044	9114	9184	9272	9330	9404	
9045	9115	9185	9273	9331	9405	
9046	9119	9186	9274	9332	9406	
9047	9120	9187	9275	9333	9407	
9048	9121	9188	9276	9334	9408	
9049	9122	9189	9277	9346	9409	
9050	9123	9190	9278	9347	9410	
9051	9124	9191	9279	9348	9411	
9052	9125	9192	9280	9349	9412	
9053	9126	9193	9281	9350	9413	
9054	9127	9194	9282	9351	9414	
9055	9128	9195	9283	9352	9415	
9056	9129	9197	9284	9353	9416	
9057	9130	9198	9285	9354	9417	
9058	9131	9199	9286	9355	9418	
9059	9137	9200	9287	9356	9419	
9061	9141	9201	9288	9357	9420	
9063	9142	9202	9289	9358	9421	
9064	9143	9203	9290	9359	9422	
9065	9144	9204	9291	9360	9476	
9066	9145	9205	9292	9361	9477	
9067	9146	9206	9293	9362	9478	
9068	9147	9207	9294	9363	9480	
9069	9148	9208	9295	9364	9481	
9070	9149	9209	9296	9365	9482	
9071	9150	9210	9297	9366	9483	
9072	9161	9211	9298	9367	9484	
9073	9162	9212	9299	9368	9485	
9074	9163	9213	9300	9369	9486	
9075	9164	9214	9301	9370	9487	
9076	9165	9254	9302	9371	9488	

TERMINAL SERVICES | FLEET SERVICES | MANUFACTURING

9077	9166	9255	9303	9372	9489
9078	9167	9256	9309	9373	9490
9079	9168	9257	9310	9374	10230
9080	9169	9258	9311	9375	10320