

Name
Address
Zipp code City
Country

Benschop, January 16, 2024

Ref: Important safety recall

Dear customer,

This recall notice applies to your vehicle VIN **XXXXXXXXXXXXXXXX**, and relates to NHTSA Recall ID 23V815, our recall number CAM0156.

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

Introduction:

Terberg Benschop B.V. has decided that a defect, which relates to motor vehicle safety exists in your Terberg YT193 with VIN **XXXXXXXXXXXXXXXX**. To ensure your safety we have decided that this recall has to be performed.

Description of the defect and the involved risks:

The mounting surface between the steering arms and steering knuckles at the front axle were not cleaned completely prior to assembly. This can result in these connections coming loose. This will result in the steering system that is no longer well connected to the steering wheels. This will negatively affect the steering performance of the vehicle. In certain conditions this could even lead to a vehicle crash without prior warning.

It is possible that this problem in the connection between front axle and front axle suspension was already remedied during the first (at 100 working hours) periodic (at 500 working hours) or annual inspection. All these inspections are stipulated in the Terberg maintenance manual TD 1215.

The defect can take place during normal operation. In certain conditions, this defect could lead to noticeable play in the steering system. (When this is noticed by the driver the vehicle must be parked immediately on a nearby safe spot. Driving to this safe spot should only be done at a low speed (less than 10 mile per hour) when no other vehicles or any persons are close by.)

Description of the remedy by Terberg Benschop B.V.:

We as Terberg Benschop B.V. will take care of repairing the defective connection. This action will be coordinated by our distributor in the US, Terberg Taylor Americas and will be performed by your local dealer/distributor. This will be performed free of charge for the end user of the vehicle. This is a second notice, an interim notice was mailed out end December 2023. We expect to start this repair in February 2024. The repair from the vehicle will take roughly 4 hours.

The repair will consist of dismantling the connections between the steering arms and the steering knuckles on the front axle, cleaning the mounting surfaces and re-assembly.

If you have questions or concerns about this recall, please contact our Terberg Taylor Americas service office at +1 786 452 9790 or sent an e-mail to info@terbergamericas.com.

Your rights:

You can submit a complaint to 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>, when you, as owner, believe that:

Terberg Benschop B.V., via it's distributors and dealers, has failed to remedy the defect without charge.

Or Terberg Benschop B.V., via it's distributors and dealers, has failed to remedy the defect without charge within 60 days after reached out to your nearest dealer to get the repair performed. (Under certain conditions this period of 60 days can be extended by the Administrator.)

When any costs have been the result of this defect prior to this notification please make sure that these costs are forwarded to our warranty system as the vehicle is still under warranty.

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

If you no longer own the vehicle, please inform us with the contact details of the new owner via our Terberg Taylor Americas service office at +1 786 452 9790 or sent an e-mail to info@terbergamericas.com.

Sincerely,

Terberg Benschop B.V.

Adriaan Bassa
After sales engineer