

{{ Dealer Name}}
{{ Dealer Address }}
{{DealerCity}} {{Dealer State}}
{{ Dealer Zip Code }}

{{Country}}

{Mar 20, 2024}

Safety Recall 24V182 - Steering Gear Assembled Incorrectly

This notice applies to your vehicle with VIN {XXXXXXXXXX} VIN{XXXXXXXXXX} - Chassis Serial Number { UE }} XXXX}

Important Safety Recall

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

Kalmar has decided that a defect, which relates to motor vehicle safety, exists in certain Ottawa T2 model terminal tractors manufactured between June 30, 2023 - October 31, 2023. As a result of this decision Kalmar has initiated a recall of the affected vehicles.

Our investigation, in conjunction with R.H. Sheppard Co., Inc., has determined that certain 2023 Kalmar Ottawa T2 vehicles have steering gears that may have been assembled incorrectly, which can cause the gears to fracture. A fractured steering gear can cause a loss of steering control, increasing the risk of a crash.

In order to remedy the situation, customers should inspect their steering gear for the serial number, see attached guide showing serial number location and then check the attached serial number list. If the serial number is on the list of suspect gears, contact your local Kalmar dealer. A new steering gear will be provided under warranty. The remedy should be performed at no cost to the customer and Kalmar / R.H. Sheppard will reimburse dealers for their work.

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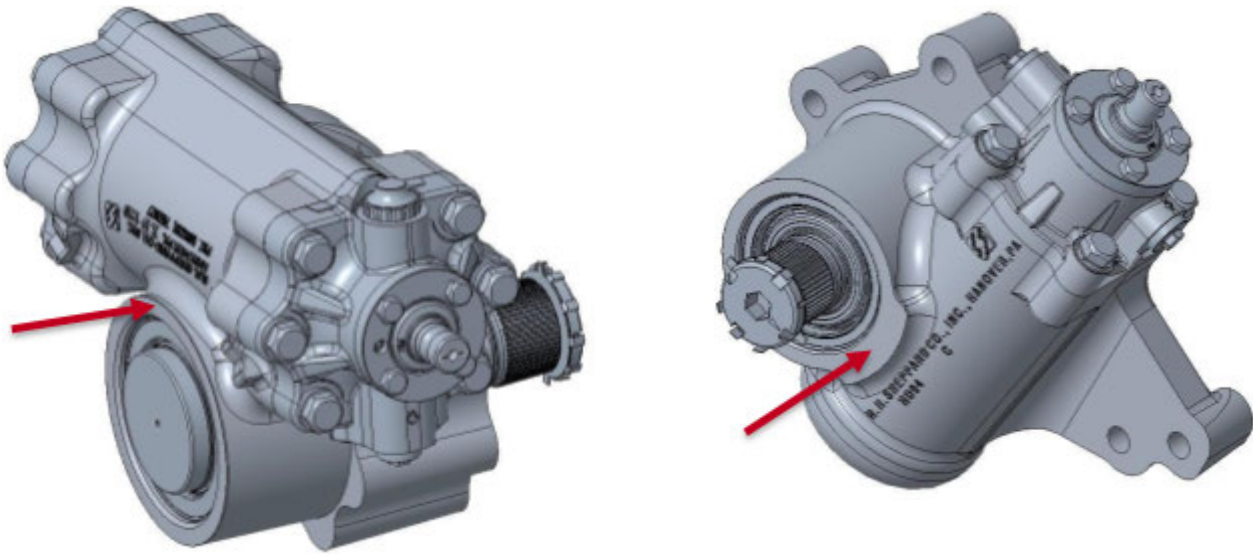
If you are the lessor of this vehicle please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

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



Location of Serial Number

Identify Steering gear mounted to truck

The serial number is a 2 digit year followed by an alpha numeric month Example pictures show 18H (2018 August)



Year of Manufacture

Month of Manufacture

Approximate location of steering gear part number



Approximate location of steering gear serial number

Typical steps to expose part number and serial number if not legible once surface is clean: rotary air tool with circular wire brush to remove paint



KALMAR New Master Steering Gear Serial Numbers * SUSPECT *****

Customer name	Ship date	Bill of Lading#	Model / Part	Customer Part No	Serial	Part Status
██████████	26Jun23	██████	M100PQS31	██████	██████	Suspect
██████████	11Jul23	██████	M100PQS31	██████	██████	Suspect