



August 19, 2021

Dear Haldex Customer,

Haldex has detected a porosity issue from one of the suppliers for our center body casting used on Gold Seal+ with rolled ring band which can cause leakage or structural failure of the actuator when unit is pressurized. This supplier has only been used in a small portion of our production and we used our traceability records to determine the orders built with the center body in question. We would like to proactively inform our customers and recover these parts from our customer's warehouse or vehicles if installed.

Included with this letter are instructions on how to identify, replace and return the specific actuators involved.

A handwritten signature in black ink, appearing to read "Bill Hays", is located to the left of the typed name.

Bill Hays
VP Quality, Americas
Bill.hays@haldex.com

❖ Items included with this letter:

- Gold Seal+ Suspect Part Identification Template (pdf. format)
- Installation instructions for the Gold Seal+ chambers (pdf. format)
- Claim Filing Instructions (pdf. Format)

❖ Part Replacement Process will be set up on a case-by-case basis.

❖ Return and Reimbursement instructions are as follows AFTER suspect chambers have been identified.:

- Contact Haldex Central Warranty via Email and/or Phone
 - Toll Free: 877-442-5339
 - Email: Haldex.Warranty@Haldex.com
- Central Warranty will provide the following items:
 - RG Number for Return
 - Return Instructions
 - Excel Template to log vehicle and part information