

To: All Distributors
Regional Sales Managers and National Sales Manager

From: LabriePlus Customer Service Center

Model: Wittke Front Loaders

Subject: Mandatory Fork Cylinder Replacement (HYC00403-03)

Wittke Fork Cylinders HYC00403-03 were found to be problematic due to an internal leak caused by the piston.

All HYC00403-03 Fork Cylinders with the Part Serial Numbers starting with T-2017-01-XX-XXXX to T-2018-10-XX-XXXX are to be replaced by HYC00403-04. All other Part Serial Numbers outside this range, should not be replaced as they are not targeted by this campaign.

Attached is a listing of the concerned units in your territory. To facilitate this replacement, the new cylinders will be painted the respective body colors prior to shipping.

All new cylinders will be shipped from our LabriePlus Canada location. They can be shipped directly to the customer or to your location. Please confirm the delivery addresses via email to your Field Service Representative (FSR).

Note that the freight between the Dealer and End User, travel time and/or travel expenses will not be covered.

The return of some defective cylinders will be requested. The cylinder disposition is indicated in the attached spreadsheet.

- Return to LabriePlus Canada
 - o Please contact our Canadian Parts Center at 877-4LABRIE (877-452-2743) to arrange pickup.
- Scrap locally
 - o Please scrap/buff the defective cylinder rods rendering them unusable.

These cylinders will be invoiced for follow-up purposes. A PO is not required. However, it is the Dealer's responsibility to provide the following for a credit to be issued. Failure to do so will void the possibility of the cylinders being credited:

- Complete the attached spreadsheet with:
 - o Old Part Serial #'s (ex: T-2017-XX-XXXX, location of part serial # can be seen in Pic 1)
 - o New Part Serial #'s (ex: T-2019-XX-XXXX)
- Legible photos of the old destroyed Part # and Part Serial #'s
- Send the completed spreadsheet along with the photos to pierre.brisson@labriegroup.com and omarie@labriegroup.com within 45 days of receiving the parts.

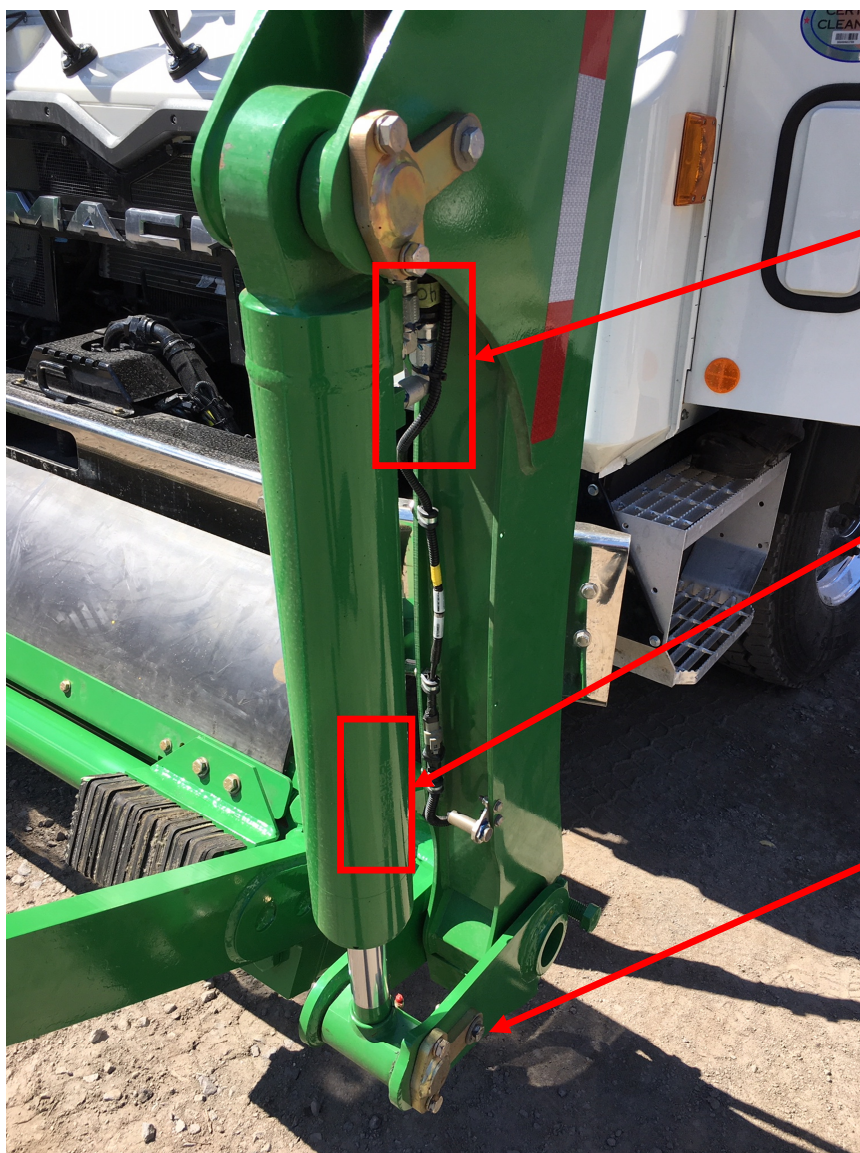
Once the completed spreadsheet and pictures received, LabriePlus Canada will issue a credit for the cylinders as well as 1 hour/cylinder in labor. The Labrie Ref # will act as the link between the parts sales and credits for each truck. Do not submit a warranty claim.

This cylinder replacement is to be done within 30 days of receiving the new fork cylinders. After 30 days, all cylinders that are not replaced will not be covered by LabriePlus.

Labrie cannot be held responsible for any damage, part failures, etc. for the fork cylinder replacements that have not been performed after 30 days.

Please contact the LabriePlus Service Department at (877) 452-2743 with any questions or for further information.

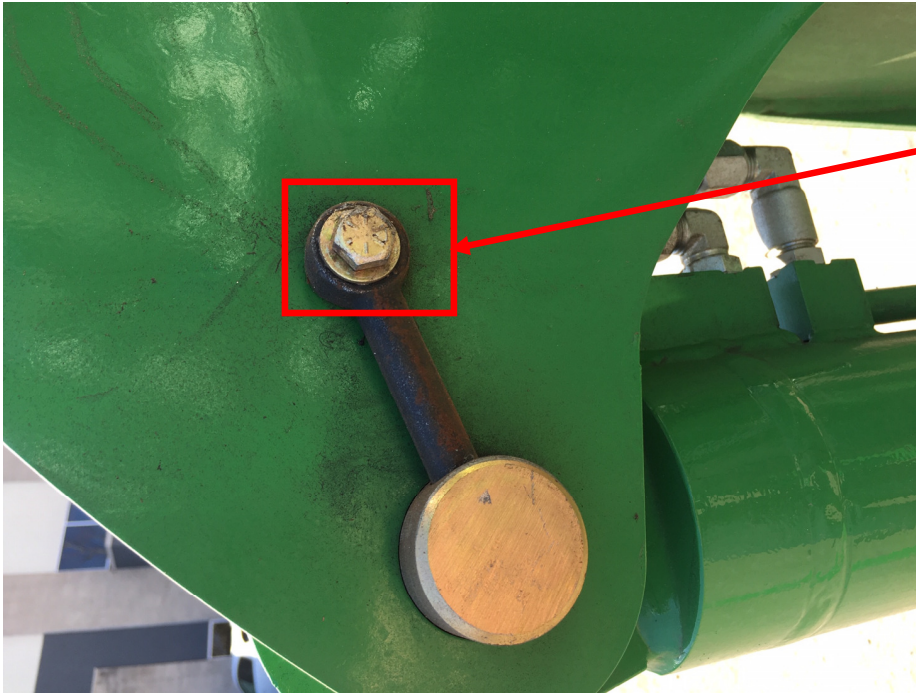
PROCEDURE : REMOVAL AND RE-INSTALLATION OF FORK CYLINDERS



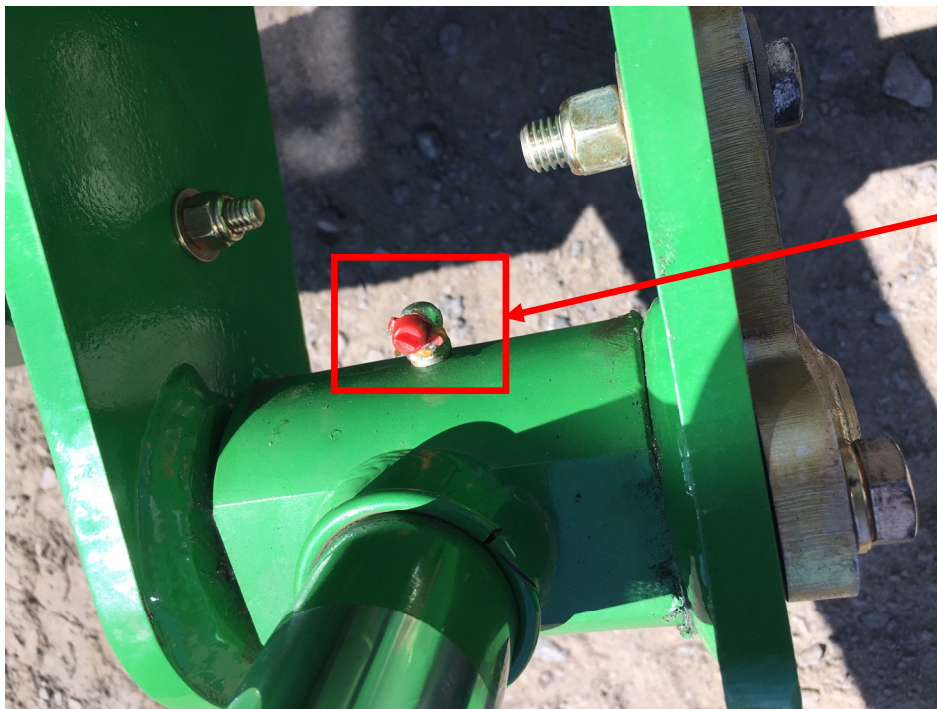
Remove both hydraulic hoses and identify them to make sure they are re-installed at the same location.

Part Serial Number location

Remove bottom and top pin attachments.



Remove upper and lower bolts on locking mechanism and remove locking pin. Make sure to support cylinder.



Make sure to grease bottom and top grease points once installation is completed.