

January 2012

URGENT SAFETY RECALL NOTICE

This notice is provided in accordance with the requirements of the Consumer Product Safety Commission. Columbia ParCar Corp has decided that a defect which relates to vehicle safety may exist in your vehicle.

We apologize for this situation, and want to assure you that, with your assistance, we will, at no charge to you, correct this possible condition should an inspection of the affected parts determine that your particular vehicle has this defect. Our commitment to your safety, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

The lower steering yoke may loosen where it attaches to the steering rack and pinion. This condition can result in loose steering or loss of steering, increasing the risk of a crash.

What will Columbia and your dealer do?

Columbia ParCar Corp has authorized your dealer to inspect the position and torque on the lower steering shaft yoke of your vehicle, and replace if either is not according to specifications. This work will be performed free of charge for parts and labor.

How long will this take?

The time required to complete the service is less than two hours. However, due to service scheduling requirements, your dealer may need advance notice to schedule an appointment for you.

What should you do?

Please contact your dealer without delay and request a service appointment for Columbia Safety Recall SR11-001A. Provide the dealer with the VIN of your vehicle. If you do not have a servicing dealer, you may contact Columbia ParCar at (800) 222-4653 for dealer addresses nearest you.

Columbia ParCar Corp wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Columbia ParCar Corp can deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses this issue specifically as described in this letter, you still need to have this recall performed to ensure the correct procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to the replacement of the lower yoke assembly. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Columbia ParCar Corp. To request your refund, send the refund request with all required documentation, including your original repair receipt (no photo copies), to Columbia ParCar Corp., Safety Recall SR11-001A, 1115 Commercial Avenue, Reedsburg, WI 53959. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

COLUMBIA MODELS INVOLVED IN RECALL:

1. Make: *Columbia* Model Year: *2008-2011* Model: *Eagle (P4E)* Vehicle Type: *48 Volt Electric*
Body Style: *Passenger, Golf* Production Dates: *Beginning: 7/1/2008* Ending: *6/30/2011*

2008 Models VIN Range: P4***-**G0231 through VIN P4***-**G0562
 2009 Models VIN Range: P4***-**H0112 through VIN P4***-**H0302
 2010 Models VIN Range: P4***-**I0101 through VIN P4***-**I0105
 2010 Models VIN Range: P4***-**J0115 through VIN P4***-**J0420
 2011 Models VIN Range: P4***-**K0101 through VIN P4***-**K0343



2. Make: *Columbia* Model Year: *2008-2011* Model: *Shuttle (C6E)* Vehicle Type: *48/36 Volt Electric*
Body Style: *Personnel Carrier* Production Dates: *Beginning: 7/1/2008* Ending: *6/30/2011*

2008 Models VIN Range: TC6**-**G0143 through VIN TC6**-**G0212
 2009 Models VIN Range: TC6**-**H0102 through VIN TC6**-**H0129
 2010 Models VIN Range: TC6**-**I0101 through VIN TC6**-**I0106
 2010 Models VIN Range: TC6**-**J0107 through VIN TC6**-**J0135
 2011 Models VIN Range: TC6**-**K0101 through VIN TC6**-**K0106



3. Make: *Columbia* Model Year: *2008-2011* Model: *Tram (C10E)* Vehicle Type: *48/36 Volt Electric*
Body Style: *Personnel Carrier* Production Dates: *Beginning: 7/1/2008* Ending: *6/30/2011*

2008 Models VIN Range: TC1E4-*WG0142 through VIN TC1E4-*WG0206
 2009 Models VIN Range: TC1E4-*WH0101 through VIN TC1E4-*WH0132
 2010 Models VIN Range: TC1E4-*WJ0108 through VIN TC1E4-*WJ00112
 2011 Models VIN Range: N/A



4. Make: *Columbia* Model Year: *2008-2011* Model: *Utilitruck (EU4, EU24)* Vehicle Type: *48 Volt Electric*
Body Style: *Utility* Production Dates: *Beginning: 7/1/2008* Ending: *6/30/2011*

2008 Models VIN Range: U#***-**G0156 through VIN U#***-**G0253
 2009 Models VIN Range: U#***-**H0102 through VIN U#***-**H0175
 2010 Models VIN Range: U#***-**I0102 through VIN U#***-**I0102
 2010 Models VIN Range: U#***-**J0106 through VIN U#***-**J0154
 2011 Models VIN Range: U#***-**K0101 through VIN U#***-**K0124

(Note: # after U represents either a 2 or a 4.)



5. Make: *Columbia* Model Year: *2008-2011* Model: *Scout (S10E)* Vehicle Type: *48 Volt Electric*
Body Style: *Utility* Production Dates: *Beginning: 7/1/2008* Ending: *6/30/2011*

2008 Models VIN Range: US1E*-*ZG0157 through VIN US1E*-*ZG0241
 2009 Models VIN Range: US1E*-*ZH0117 through VIN US1E*-*ZH0178
 2010 Models VIN Range: US1E*-*ZI0101 through VIN US1E*-*ZI0103
 2010 Models VIN Range: US1E*-*ZJ0104 through VIN US1E*-*ZJ0147
 2011 Models VIN Range: US1E*-*ZK0102 through VIN US1E*-*ZK0126



6. Make: *Columbia* Model Year: *2008-2011* Model: *Summit (SM/SUV)* Vehicle Type: *48 Volt Electric*
Body Style: *Passenger Utility* Production Dates: *Beginning: 7/1/2008* Ending: *6/30/2011*

2008 Models VIN Range: N/A
 2009 Models VIN Range: N/A
 2010 Models VIN Range: SU*F4-4*J0109 through VIN SU*F4-4*J0116
 2011 Models VIN Range: S**F4-4*K0101 through VIN S**F4-4*K0106

