



1961-A International Way
Hebron, Kentucky USA 41048
Telephone (859)586-4100
Facsimile (859)334-3340
www.koni-na.com

NHTSA Campaign Number: 13E-023

May 16, 2013

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. KONI NA LLC ("KONI"), has decided that a defect which relates to motor vehicle safety exists in certain models of KONI's **Model 8245-1146L, 8245-1146R, 8245-1201L, 8245-1201R, 8245-1203L, and 8245-1203R shock absorbers**. As a result, KONI is recalling these shock absorbers. You are receiving this letter because our records indicate that you may have sold to some of your customers an affected shock absorber.

REASON FOR THIS RECALL

We have received information from the market that there may be a problem with the brackets of the shock absorbers.

KONI asks that you advise your customers **not to drive their vehicle** until they have inspected their shock absorbers to determine whether or not they have an affected part.

We are recalling all shock absorbers produced in the affected manufacturing run as a preventive measure. KONI has notified the National Highway Traffic Safety Administration ("NHTSA") of this issue, and is working closely with NHTSA to recall these products quickly and safely.

WHAT WE WILL DO

Beginning immediately, we will replace any affected shock absorbers that you sold with an identical, unaffected product at our expense. In addition, if your customer has already replaced their affected shock absorbers as a result of this defect before receiving this notification, we will reimburse your customer for the purchase price of an equivalent replacement product.

WHAT YOU SHOULD DO

Recipients of this mailer need to contact their customers to locate the part number sticker on the exterior of each shock absorber and record the part number listed.

We are asking that ALL recipients of this mailer IMMEDIATELY contact all of your affected customers to advise them to contact KONI at 800-209-3350 to provide a KONI representative with their mailing address information. KONI will then provide return shipping instructions for the affected shock absorber and ship a replacement shock absorber directly to the customer free of charge. Please remind your affected customers **not to drive their vehicle** until they have either confirmed that their part is not affected or that they have installed a replacement part.

REIMBURSEMENT FOR PRODUCTS REPLACED OR REPAIRED BEFORE THIS RECALL

If your customers have already paid to have their affected shock absorbers repaired or replaced due to the issues identified in this recall, KONI will reimburse them for the cost of an identical or equivalent value part.

To obtain reimbursement for any repair or replacement expenses your customer has already incurred, please have your customer submit (1) their name and mailing address; (2) a description of the product for which they are seeking reimbursement; and (3) documentation of the expenses for which they are seeking reimbursement (e.g., a receipt or credit card statement for a replacement shock absorber). They may submit this information to us by mail at **KONI North America, 1961A International Way, Hebron, KY 41048**.

We will reimburse only those expenses incurred before June 1, 2013. Once we receive your customer's claim and the supporting documentation, we will issue your customer a reimbursement by check within sixty days. If you or your customer have any questions regarding this reimbursement program, please contact us.

CONTACTING US

If you or your customer have additional questions regarding this recall or its applicability please contact us at toll free at [800] 209-3350 and we will be happy to assist you or your customer in assessing whether their product is affected by this recall and ensuring that they receive a replacement if necessary.

In addition, if you or your customer have any concerns regarding the conduct of this recall or if your customer fails to receive a replacement part without charge as described in this letter, they may submit a complaint directly to the Administrator, National Highway Traffic Administration, 1200 New Jersey Ave., SE, Washington, DC 20590; call 1-888-327-4236; or go to <http://www.safercar.gov>.

KONI remains committed to delivering the highest level of safety and product quality to our customers and apologize sincerely for any inconvenience caused by this recall.

Sincerely,

A handwritten signature in black ink that reads "Christopher R. Dada". The signature is written in a cursive style with a large initial "C".