

November 16, 2022

Mr. John Doe
PO Box 123
Anytown, ON A1A 1A1

Subject: Safety Recall Notice MSC-2022-023 for your RTV-XG850, bearing serial number (insert S/N), sold between 2018 and 2022.

Transport Canada Recall 2022-635

Dear Kubota customer,

Kubota would like to inform you that your Kubota RTV-XG850 is subject to a Safety Recall. This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

WARNING: TO AVOID PERSONAL INJURY, DO NOT USE UNTIL THE UNIT HAS BEEN INSPECTED AND/OR REPAIRED, AS UNDER SOME CONDITIONS THE STEERING SHAFT CAN SHEAR. PLEASE CONTACT YOUR AUTHORIZED KUBOTA DEALER FOR INSPECTION AND REPAIR AS SOON AS POSSIBLE.

Why have you received this Safety Recall Notice?

To advise you to stop the use of your RTV-XG850 until the machine can be inspected.

What was wrong?

The steering shaft on the RTV-XG850 may shear due to misalignment of the electric power steering support bracket on the frame. Shearing of the steering shaft causes a loss of steering, which can cause a loss of machine control or a crash.

What to do?

Please contact your selling Authorized Kubota Dealership for inspection. Depending on the results of the inspection, your dealer may install a washer and bolt to ensure proper alignment or replace the electronic power steering and universal joint. Depending on the required dealer correction, this service could take up to 4 hours. Kubota Canada will cover the costs of the necessary corrective measures.

If you no longer own this product, please provide this letter to the new owner, or fill out the included return card and mail it back using the postage paid envelope. If you are currently leasing this vehicle, you are required to send the lessee a copy of this notice within 10 working days of the day on which this notice was received. If you have any questions about this letter, please do not hesitate to contact us using one of the following options:

Kubota Canada Ltd.
1155 Kubota Drive
Pickering, ON L1X 0H4
Toll Free: 1-800-405-6916
Email: kcl_g.customerservice@kubota.com

Sincerely,

Kubota Canada Ltd.