

ALOIS KOBER GMBH  
Postfach 1165 · 89301 Günzburg · Germany

Ihre Nachricht / Zeichen

Unser Zeichen

Durchwahl

Fax

Datum  
03.11.2017

## Product recall jaw coupling Ø 29 mm brand "GOËTT"

Dear Sir or Madam,

according to our information you are concerned by this recall.

During a quality inspection we noticed a potential product risk with above mentioned jaw couplings. It may happen that the casting which holds the bolt of the coupling device may break and as a consequence the trailer can be detached.

Based on this fact and in order to avoid any risk of an accident we are implementing following preventive actions:

- Immediate stop of production and sale of the Ø 29 mm jaw couplings.  
This will apply to following article numbers which were sold into the market since October 2014.

AL-KO	1275442	1275443	1275444	1275700
RTN GOËTT	CH040000CB	CH040000KB	CH040000DB	CH040000FB

- Withdrawal of the products from market.
- Recall and exchange of all products in circulation.  
As we stopped the production of the jaw coupling, it is not possible to exchange the products 1:1. We offer a higher-value hook coupling as replacement.  
Please find detailed information referring to this on page 3 of this letter.

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Sparkasse Günzburg-Krumbach  
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Registergericht:  
Memmingen HRB 1683  
UST-ID Nr. DE 811148849  
Geschäftsführer:  
Harald Hiller, Gero Neumeier,  
Erwin Gentner

For this reason we ask you to contact one of our service branches that we can process the exchange of your coupling/s. Please find attached a list of all available service branches sorted by countries.

If you are no longer the owner of this coupling or the vehicle with this coupling, respectively - we have to ask you to provide contact data of the new owner, so that we can contact this person / the new owner directly. In this case, please use enclosed form.

For further information concerning the recall please also refer to our particular internet sites:

English: [www.alko-tech.com/recall-jaw](http://www.alko-tech.com/recall-jaw)  
German: [www.alko-tech.com/rueckruf-maulkupplung](http://www.alko-tech.com/rueckruf-maulkupplung)  
French: [www.alko-tech.com/rappel-chapes](http://www.alko-tech.com/rappel-chapes)

The exchange of your coupling will be realized according following steps:

- 1) With this letter please contact a service station / workshop of your choice and ask them for support.
- 2) The workshop can order the replacement coupling at an AL-KO service station.  
For the identification of the correct replacement please refer to the information on page 3.  
To order the replacement please use the enclosed form.
- 3) AL-KO will then send a replacement kit with coupling and assembly instruction.
- 4) Having carried out the exchange of the coupling, the service station may invoice the costs for the disassembling and assembling as well as costs for return freight of the concerned coupling.  
This means the exchange will be free of charge for you.  
Please note: Only upon receipt of the exchanged coupling as well as the confirmation that the exchange took place – a reimbursement of the costs will be effected.

We have to apologize for the inconvenience caused and thank you for your cooperation and support.

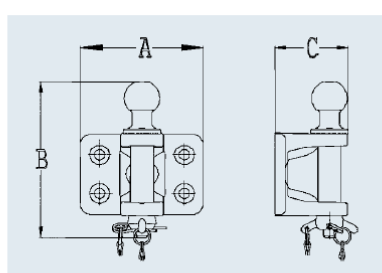
Yours faithfully

\_\_\_\_\_ name

## Identification of Replacement coupling / technical Information:

Hole pattern	Recalled jaw coupling with bolt			Replacement hook coupling
	RTN reference	AL-KO reference	AL-KO type	AL-KO reference
4xM10 83x56	CH040000DB	1275444	CHI35-D	1275074
2xM17 90	CH040000CB	1275442	CHI35-C	1275073
4xM17 90x40	CH040000KB	1275443	CHI35-K	1275076
4xM13 85x44	CH040000FB	1275700	CHI35-F	1275075

### → Recall: jaw coupling with bolt



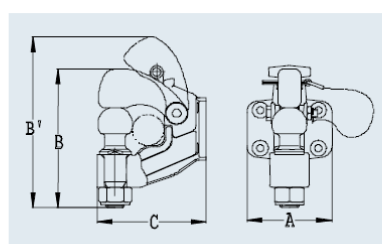
**Ranges of application**  
 I Light commercial vehicles  
 I All terrain vehicles

**Recall**

**Packing unit: 5 Pieces**  
**Delivery time: 10 Days**

Item code	Designation	Max. traction load kg	Supported load S kg	Certification number E2 55R-	D/DC kN	For drawbar eyes	Axe-Ø mm	Ratings			I
								A mm	B/B' mm	C mm	
1 275 442	Hook 2 holes Ø17 diam. 90	3500	150	0114129	23	42x68/42x76	29	130	175	103	3.1
1 275 443	Hook 4 holes Ø17 diam. 90x40	3500	150	0114129	23	42x68/42x76	29	130	175	103	3.1
1 275 444	Hook 4 holes Ø10,5 diam. 83x56	3500	150	0114129	23	42x68/42x76	29	130	175	103	3.1
1 275 700	Hook 4 holes Ø13 diam. 85,7x44,45	3500	150	0114129	23	42x68/42x76	29	130	175	103	3.1

### → Replacement: hook coupling



**Ranges of application**  
 I Telescopic loaders: drag/tow  
 I Transport vehicles

**Replacement**

**Packing unit: 5 Pieces**  
**Delivery time: 10 Days**

Item code	Designation	Max. traction load kg	Supported load S kg	Certification number E2 55R-	D/DC kN	For drawbar eyes	Ratings			I
							A mm	B/B' mm	C mm	
1 275 073	Combi-hook 8940 2 holes Ø17 diam. 90	3500	340	0112211	31	42x68/42x76	122	210/245	160	5.5
1 275 074	Combi-hook 8941 4 holes Ø11 diam. 83x56	3500	340	0112211	31	42x68/42x76	122	210/245	160	5.5
1 275 075	Combi-hook 8942 4 holes Ø13 diam. 85x44	3500	340	0112211	31	42x68/42x76	122	210/245	160	5.5
1 275 076	Combi-hook 8943 4 holes Ø17 diam. 90x40	3500	340	0112211	31	42x68/42x76	122	210/245	160	5.5
1 275 077	Combi-hook 8944 4 holes Ø17 diam. 90x50	3500	340	0112211	31	42x68/42x76	122	210/245	160	5.5

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## Order form / feedback if coupling is sold in the meantime

For ordering please fill in following data for each vehicle/customer:

Vehicle identification number (VIN) \_\_\_\_\_

Coupling (Please mark with a cross "X")

Hole pattern	Recalled jaw coupling with bolt			Replacement hook coupling	X
	RTN reference	AL-KO reference	AL-KO type	AL-KO reference	
4xM10 83x56	CH040000DB	1275444	CHI35-D	1275074	
2xM17 90	CH040000CB	1275442	CHI35-C	1275073	
4xM17 90x40	CH040000KB	1275443	CHI35-K	1275076	
4xM13 85x44	CH040000FB	1275700	CHI35-F	1275075	

Name vehicle owner \_\_\_\_\_

Delivery address (service station)

name \_\_\_\_\_

street \_\_\_\_\_

ZIP code , city \_\_\_\_\_

country \_\_\_\_\_

phone \_\_\_\_\_

e-mail \_\_\_\_\_

You will receive the replacement kit by parcel service within approx. 5 working days.

In case of sold coupling /vehicle (new owner)

name \_\_\_\_\_

street \_\_\_\_\_

ZIP code, city \_\_\_\_\_

country \_\_\_\_\_

phone \_\_\_\_\_

e-mail \_\_\_\_\_

## Reimbursement for the exchange of jaw coupling

The AL-KO service branch will pay for each exchange to the service station a fixed fee of EUR 25,00 net for assembly and handling plus freight costs for the return the concerned coupling.

The credit transfer can only be effected upon receipt of the replaced coupling and the exchange confirmation form!

Please clarify the delivery address for the return delivery and the invoice address in direct contact with the AL-KO service branch where you ordered the replacement from.

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## Exchange confirmation form jaw coupling

### 1. vehicle data / coupling data

Vehicle identification number (VIN) \_\_\_\_\_

Coupling (Please mark with a cross „X“)

Hole pattern	Recalled jaw coupling with bolt			Replacement hook coupling	X
	RTN reference	AL-KO reference	AL-KO type	AL-KO reference	
4xM10 83x56	CH040000DB	1275444	CHI35-D	1275074	
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4xM13 85x44	CH040000FB	1275700	CHI35-F	1275075	

### 2. customer (vehicle owner)

name \_\_\_\_\_

address \_\_\_\_\_

phone \_\_\_\_\_ Email \_\_\_\_\_

### 3. service station

Company name \_\_\_\_\_

address \_\_\_\_\_

Name of the person  
who exchanged the coupling \_\_\_\_\_

### 4. confirmation

\_\_\_\_\_  
city, date\_\_\_\_\_  
stamp + signature

#### Please note:

- copy for your files
- original inside the carton with the coupling to return

In order to reimburse you the costs we need these documents together with your invoice.

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