



Johnston North America Inc.

105 Motorsports Road
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www.johnstonnorthamerica.com

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN # 1FVACXD

November 4th, 2016

Ref: Safety Recall - Johnston VT651 and VT801 sweepers (NHTSA Recall No. 16V757)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Johnston North America has decided that a defect which relates to motor vehicle safety exists in certain Johnston sweepers: specifically, Johnston VT651 and VT801 Series sweepers.

Our records show you as the owner of the machine(s) identified by VIN at the top of this notice. If you are the lessor of the machine, please forward a copy of this notice to the lessee within ten days to comply with federal regulations. If you are not the current owner of the machine, we ask you to send details of the new owner to Lonnitta Reid by email at info@johnstonnorthamerica.com or by fax at 1-704-658-1377. You may also contact Teresa Turner at 1-704-658-1333 extension 102.

Reason for Recall

Some machines in this Series have developed cracks in the base of the hopper next to the rear tipping brackets. This defect can in certain circumstances cause the hopper to detach from the chassis. There has been one incident where a crack led to a failure of the tipping bracket resulting in a hopper detaching from its subframe. Investigations to date suggest that overloading the sweeper significantly increases the risk. Accordingly, particular care should be taken to comply with weight regulations by avoiding overloading the sweeper.

If the hopper detaches from the subframe, the machine operator and/or persons near the machine could suffer serious injury or death.

What We Will Do

We will remedy the defect without charge by repairing the street sweeper.

To repair the defect, your local dealer will need to carry out an inspection of the machine. During the inspection, your dealer will also modify the vehicle by fitting a reaction beam to the tipping bracket assembly. The new reaction beam reinforces the tipping bracket assembly and in the event of any cracking will prevent the hopper detaching from its subframe. Your dealer will carry out this work and we estimate that it will take 1 hour to inspect the unit and install the modification. We expect that the parts will be available to commence this work by November 1, 2016.



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Your authorized dealer has been notified of the recall and has the parts and technical instructions required to carry out the modification properly. Please do not attempt to carry out the modification yourself. Your dealer will be contacting you within the next four weeks to arrange a date on which the inspection and modification can be carried out. If you do not hear from your dealer within the next four weeks, please contact Lonnitta Reid at 1-704-658-1333 extension 100 or Teresa Turner at 1-704-658-1333 extension 102.

Each machine is subject to a second measure of reinforcement, and this will be determined once initial inspection is complete and evaluated. This second measure is not safety critical. The details regarding the second measure will be provided as they become available.

Contact Information

If you have any questions or concerns throughout this process, please contact Lonnitta Reid at 1-704-658-1333 extension 100 or Teresa Turner at 1-704-658-1333 extension 102. If you believe that Johnston North America or your dealer has failed or is unable to remedy the defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Reimbursement

You may be eligible to receive reimbursement for the costs of repair if you have already paid to have your vehicle repaired for this defect. To learn more about what you need to do to obtain reimbursement, you may review the enclosure to this notification that Johnston North America has provided.

Safety is our highest priority. We intend to complete this recall in a manner that causes the minimum disruption to your business.

Yours sincerely,

Todd Parsons
 President



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Johnston North America VT651 and VT801 Street Sweeper Recall: Reimbursement Information

Johnston North America has a program in place under which you may be eligible for reimbursement of some or all costs related to pre-reimbursement remedies. This enclosure provides the details of that program and the conditions under which we will provide reimbursement.

This reimbursement program applies to Johnston VT651 and VT801 street sweepers manufactured between 2013 and 2016. In those vehicles, cracks may form around the tipping hinges. If left unchecked, cracks around the tipping hinges can result in the hopper detaching from the chassis, particularly if the sweeper is overloaded.

If you paid to repair this defect in your VT651/VT801 street sweeper between **October 17, 2015** and **November 14th, 2016**, you may be eligible for reimbursement for some or all of those costs.

How to get reimbursement:

If you believe you are eligible for reimbursement of costs that you incurred to repair this defect during the time period listed above, you may submit a reimbursement claim to Johnston North America via mail. With your claim, you should include:

1. Your name and address
2. The make, model, model year, and VIN of your vehicle
3. NHTSA recall number **16V757**
4. Identification of the owner of the vehicle at the time the remedy was obtained
5. A receipt, either an original or copy, which indicates that the repair for which you seek reimbursement remedied the problem that gave rise to this recall and states the total paid for the repair of the problem

Additionally, **if your vehicle was under warranty** at the time of the repair, you must submit documentation indicating either that Johnston North America's dealer or authorized facility refused to remedy the problem, or that the repair you were provided did not correct the problem addressed by the recall.



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Submit your claim for reimbursement by mail, along with all required documentation, to:

Johnston North America
105 Motorsports Road
 Mooresville, NC 28115

Johnston North America will act on your claim within 60 days of receiving it.

Conditions:

Johnston North America will not reimburse costs incurred during the period during which our original or extended warranty would have provided for a free repair of the problem addressed by the recall. This exclusion does not apply if one of our franchised dealers or authorized representatives denied warranty coverage, or if a repair was made under warranty but did not remedy the problem addressed by the recall.

The remedy Johnston North America is offering in connection with this recall is repair of the VT651 and VT801 street sweepers. Johnston North America will not reimburse costs associated with replacement of your vehicle.

Johnston North America will not reimburse the costs of a remedy that did not address the defect that led to the recall, or that was not reasonably necessary to correct the defect that led to the recall.

Johnston North America may deny a claim for reimbursement if you fail to provide adequate documentation.