

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

Pursuant to 49 U.S.C. § 30120(d) and 49 C.F.R. § 573.13, Johnston North America submits the following reimbursement plan to reimburse owners and purchasers for costs incurred with respect to pre-notification remedies. Consistent with the regulations, *pre-notification remedies* refers to remedies that are performed on motor vehicles for a problem subsequently addressed by a notification under subsection (b) or (c) of 49 U.S.C. § 30118 and that are obtained during the reimbursement period, which is specified below.

As required by 49 C.F.R. § 577.11, we will make this information available to vehicle owners via an enclosure with the letters we send to vehicle owners. The enclosure will comply with 49 C.F.R. § 577.11(d) and will be submitted with the owner letters for NHTSA's review and approval.

Reimbursement Period

Pursuant to 49 C.F.R. § 573.13(c)(1)(iii), the beginning date of eligibility for reimbursement is one year before Johnston North America filed its initial report with NHTSA, or **October 17, 2015**.

Pursuant to 49 C.F.R. § 573.13(c)(2)(i), the last date of eligibility for reimbursement will be ten calendar days after Johnston North America mails the last of its owner notification letters. Johnston North America will include that date in the specific reimbursement plan available to owners.

Conditions

Johnston North American will reimburse owners and purchasers for costs incurred for obtaining pre-notification remedies, subject to the following conditions.

Documentation [49 C.F.R. § 573.13(d)(4)]

For a claimant to obtain reimbursement, Johnston North America will require that the following be submitted:

1. The claimant's name and mailing address.
2. The vehicle make, model, model year, and VIN.
3. The NHTSA identification number associated with this recall.
4. Identification of the owner or purchaser of the vehicle at the time the pre-notification remedy was obtained.
5. A receipt, or a copy of a receipt, indicating that the repair addressed the defect leading to the recall.

Additionally, if the pre-notification remedy was obtained during a time when the vehicle could have been repaired or replaced at no charge under Johnston North America's warranty program, the claimant must submit documentation indicating either that Johnston North America's dealer or authorized facility refused to remedy the problem or that the repair provided did not correct the problem addressed by the recall.

Costs to be Reimbursed

We will reimburse costs in an amount that is not less than the lesser of:

- (1) The amount paid by the owner for the remedy; or
- (2) The cost of parts for the remedy, plus associated labor at local labor rates, miscellaneous fees such as disposal of waste, and taxes.

[49 C.F.R. § 573.13(e).]

Where to Submit Claims

Claimants may mail reimbursement claims to:

Johnston North America
105 Motorsports Road
 Mooresville, NC 28115

[49 C.F.R. § 573.13(f).]

Procedure

In accordance with the regulations, Johnston North America will act on claims for reimbursement within 60 days of receipt, including issuing notice to claimants when their claims have been denied. We will advise claimants whose claims are incomplete of the missing documentation within 60 days and give them an opportunity to resubmit the claim with complete documentation. [49 C.F.R. § 573.13(g).]

We will issue reimbursement in the form of a check. [49 C.F.R. § 573.13(h).]

Exclusions

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 without consumer payment. 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. [49 C.F.R. § 573.13(d)(1).]

The remedy Johnston North America is offering in connection with this recall is repair of the VT651 and VT801 street sweepers. We will not reimburse costs associated with replacement pre-notification remedies. [49 C.F.R. § 573.13(d)(2)(i)(A).]

Johnston North America will not reimburse the costs of a pre-notification 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. [49 C.F.R. § 573.13(d)(2)(i)(B)-(C).]

We may deny reimbursement if the claimant fails to offer adequate documentation, as provided in the **Documentation** section above.