



General Recall Reimbursement Plan

Pursuant to 49 C.F.R. Parts 573 and 577, Swab Wagon Company ("Swab") provides information pertaining to its general plan to reimburse owners and purchasers for costs incurred to obtain repairs before they are notified of a related safety recall.

Reimbursement Notification

Swab's letter to owners of vehicles subject to a recall will state whether Swab is offering a refund. An owner will be eligible for reimbursement if it paid to have the defect or noncompliance remedied prior to a specified ending date. In accordance with Part 573.13(c)(2)(i), the ending date shall be ten calendar days after the date on which Swab mailed the last of its Part 577 notifications to owners in the United States, unless a specific reimbursement plan is made available for a particular recall. Swab has option of specifying a beginning date for reimbursement eligibility. Under the regulations, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Swab generally has not established such a beginning date for reimbursement eligibility. However, in any case where Swab determines that a beginning date is appropriate, Swab will indicate that date in the specific reimbursement plan for that particular recall. Subject to approval by the National Highway Traffic Safety Administration ("NHTSA"), information about reimbursement need not be provided in instances where all covered vehicles are under warranty.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

1. The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall; or
2. The costs of the part(s) for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste), and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for each replacement item (limited to the amount of the retail list price of each defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was subject to the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Repair costs incurred by the owner within the period during which Swab's original or extended warranty would have provided for a free repair of the defect or noncompliance are not eligible for reimbursement, except in limited circumstances as outlined in 49 C.F.R. Part 573.13.(d).

Entities Authorized to Provide Reimbursement

Swab will continue to use authorized dealers to reimburse owners under this general plan for reimbursement, unless a specific reimbursement plan is made available for a particular recall. The owner will be directed to submit to an authorized dealer the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

Swab Customer Service will instruct the owner to submit documentation necessary to Swab's determination of reimbursement eligibility. The following information is required:

1. Claimant's name and mailing address.
2. For motor vehicles, the body model number, production date, and Swab serial number (located on the body i.d. tag), chassis make, model, model year, and vehicle identification number (or "VIN").
3. For replacement equipment, a description of such equipment.
4. Identification of the recall number (either Swab's or NHTSA's recall number).
5. Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained.
6. An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Swab may require the claimant to separately identify costs that are eligible for reimbursement.
7. If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or that the warranty repair did not correct the problem related to the recall. Failure to submit all of the above information may result in denial of the reimbursement request.