



Elgin Sweeper Company

1300 W. Bartlett Rd

Elgin, Illinois 60120

847.741.5370

elginsweeper.com

IMPORTANT SAFETY RECALL REMINDER

This notice applies to your vehicle, VIN # [REDACTED]

April 15, 2024

Customer name
Customer Address 1
City, State, Zip

Dear Elgin Customer:

According to our records, your Elgin Street Sweeper has not had the necessary safety recall repairs completed. We urge you to have the free repair performed at your local Elgin dealership as soon as possible.

REASON FOR RECALL

Elgin Sweeper has decided that a defect which relates to motor vehicle safety exists in certain RegenX sweepers manufactured from December 2018 through May 2022. The fan housing to engine frame bolts may have been improperly tightened. If the bolts fail, the fan assembly could detach from the sweeper. All Elgin RegenX sweepers built between December 2018 and May 2022 will need to be repaired to resolve this issue. It is important that you have this repair completed.

WHAT WE WILL DO

A safety recall has been issued for your Elgin RegenX sweeper. Elgin Sweeper Company will repair this defect free of charge. We will install new mounting hardware properly tightened to specification to retain the fan assembly to the sweeper.

WHAT YOU SHOULD DO

Immediately inspect your sweeper to confirm that the three 0.50" diameter bolts that retain the fan housing to the engine frame are in place. These bolts should be tightened to 75 ft.lb. of torque. Do not operate your sweeper if any of the three bolts are missing or loose. Contact your Elgin Sweeper dealer immediately for assistance and to arrange a service date.

Please contact your Elgin Sweeper dealer as soon as possible to arrange a service date. Instructions for making this repair have been sent to your dealer and the parts are available. It will take approximately 0.5 hours to complete this repair. Please ask your dealer if additional time will be needed to schedule and process your vehicle.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact the Elgin Sweeper Customer Service Department at 1-877-DIAL-ESG (1-877-342-5374).

An Information Change Card is provided for you if your name, address or other contact information has changed, or you no longer own this vehicle. Please fill out the postage paid card and return.

Your Elgin Sweeper dealer is best equipped to obtain parts and provide service to ensure that your RegenX sweeper is repaired as promptly as possible. If, however, you take your sweeper to your dealer on the agreed service date and they do not remedy this condition within six (6) days of that date, please contact Elgin Customer Service by calling 1-877-DIAL-ESG (1-877-342-5374).

We regret any inconvenience that this action may cause you. However, we are concerned about your safety. If your dealer fails or is unable to remedy this 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 Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Sincerely,

Chris Armbruster
Sr. Service Manager, Elgin Sweeper Company

cc: Elgin Dealer

Attachments: Change of Ownership Postcard
Recall Reimbursement Information