



## **General Recall Reimbursement Plan**

### **I. Introduction**

Pursuant to 49 U.S.C. 30120(d), 49 C.F.R. Parts 573 and 577, and other applicable requirements, Autocar, LLC and Autocar Industries, LLC (collectively “Autocar”) hereby provides the National Highway Traffic Safety Administration (“NHTSA”) its general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

As set forth at 49 C.F.R. 573.6(c)(8)(i) and 49 C.F.R. 573.13, the following information sets forth Autocar’s general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliance.

### **II. Reimbursement Notification**

Autocar’s notice to a vehicle owner in accordance with 49 C.F.R. Part 577 will indicate whether Autocar is offering a refund. A vehicle owner will be eligible for reimbursement if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date.

As set forth at 49 C.F.R. 573.13(c)(2), the ending date shall be 10 calendar days after the date on which Autocar 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.

Autocar’s notice will instruct owners to seek eligible reimbursement through Autocar’s Service & Warranties Department, at the following address or otherwise applicable business address:

Autocar LLC  
Service & Warranties Department  
551 S. Washington Street  
Hagerstown, Indiana 47346

Owners will also be instructed that they may contact Autocar by telephone (toll free) at 888-218-3611 or 877-973-3486

NHTSA’s regulations (see 49 C.F.R. 573.13(c)) permit Autocar to identify a beginning date for reimbursement eligibility. Accordingly, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Autocar puts its owners and customers first, and therefore, the company has generally has not firmly established such a beginning date for reimbursement eligibility, and as of the date of this policy, does not presently anticipate changing this general policy.

Should Autocar determine (as NHTSA permits) that a beginning date is appropriate, Autocar will indicate that date in the specific reimbursement plan for that particular recall. As permitted by 49 C.F.R. 577.11(e), Autocar may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by NHTSA.

### **III. Costs to be Reimbursed**

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

- 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,
- 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.

As set forth at 49 C.F.R. 573.13(d)(1), costs incurred by the owner within the period during which Autocar's original or extended warranty would have provided for a free repair of the defect or noncompliance will not be eligible for reimbursement.

### **IV. Entity Authorized to Provide Reimbursement**

Autocar will directly reimburse owners, unless a specific reimbursement plan is made available for a particular recall, and will encourage owners to pursue requests for reimbursement directly through its Service & Warranties Department to expedite reimbursement, as set forth above in Section II. In whatever manner the request for reimbursement is made, under this Plan or a specific reimbursement plan, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

### **V. Required Documentation**

The reimbursement determination will depend upon the information provided by the owner.

As set forth at 49 C.F.R. Part 573.13(d)(4), the owner must submit all of the following information:

- Claimant's name and mailing address;
- For motor vehicles, the vehicle identification number (or "VIN"), vehicle make, model, and model year;
- For replacement equipment, a description of such equipment or, for tires, the model and size;
- Identification of the applicable recall (either Autocar's recall number, or NHTSA's applicable recall campaign number);
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained;

- 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, Autocar may require the claimant to separately identify costs that are eligible for reimbursement.
- 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.

#### **VI. Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Autocar.

As set forth at 49 C.F.R. 573.6, this general reimbursement plan will be incorporated into notifications by reference. Information specific to a particular recall also may be incorporated into the Part 573.6 notification.

#### **VII. Response to Requests for Reimbursement**

Autocar will act upon requests for reimbursement as follows:

- Autocar will act upon a claim for reimbursement within 60 days of its receipt. If Autocar denies the claim, Autocar will send a notice to the claimant within 60 days of receipt of the claim that includes a clear, concise statement of the reasons for the denial.
- If a claim for reimbursement is incomplete when originally submitted, Autocar will advise the claimant within 60 days of receipt of the claim of the documentation that is needed and offer an opportunity to resubmit the claim with complete documentation.

Reimbursement shall be in the form of a check from Autocar.

#### **VIII. Miscellaneous**

Autocar will make a copy of this plan available to the public, upon request.

As permitted by 49 C.F.R. 573.13(m), Autocar will not reimburse owners for recalls based solely on noncompliant or defective labels.

As set forth at 49 C.F.R. 573.13(n), reimbursement for a pre-notification remedy will not be provided to an owner if, in the case of a motor vehicle or replacement equipment other than a tire, it was bought by the first purchaser more than 15 calendar years before notice is given under 49 U.S.C. 30118(c) or an order is issued under section 49 U.S.C. 30118(b). In the case of a tire, this period shall be 5 calendar years.

**Dated: June 1, 2022**