

# REMINDER: IMPORTANT SAFETY RECALL

March 21, 2025

[OWNER NAME]  
[OWNER STREET ADDRESS]  
[CITY, STATE ZIP]

**This notice applies to your Camel or Mud Dog vehicle(s), VIN(s):**

[VIN]

To Whom It May Concern,

This is a reminder of the safety recall notice sent to you in June 2023. Our records indicate the VIN(s) listed above are still not complete in accordance with the safety notification described below. Please contact your local Super Products service center to schedule service. You are invited to reach out to us directly at Super Products if you have any questions or need assistance in determining a repair path.

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## **Original Letter Sent June 2023:**

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Alamo Group has decided that a defect which relates to motor vehicle safety exists in certain Camel sewer cleaning vehicles and Mud Dog vacuum excavator vehicles manufactured by Super Products in 2014 - 2019, including in the Camel or Mud Dog vehicles with the VIN(s) shown above. As a result, Alamo Group is conducting this safety recall. We apologize for the inconvenience. We are committed to your safety and satisfaction with our products, and we request that you remedy your vehicle(s) promptly.

## IMPORTANT

- Your Camel or Mud Dog vehicle is involved in safety recall **23V-256** to remedy tank tie rods which secure water tank straps.
- A remedy is available now.
- You should contact your local Super Products dealer or Super Products rental store to arrange for this free repair to be completed on your vehicle. To locate a Super Products dealer or rental store, please visit <https://www.superproducts.com/super-locator/> or scan the QR code below. If you have any questions, please contact Super Products Technical Support at 1-800-837-9711.



### **Why is this Camel or Mud Dog vehicle recalled?**

The tank tie rod secures the water tank strap. If either the protrusion of the tank tie rod or the weld size is insufficient, the water tank strap may disengage causing it to fall from the side of the tank, increasing the risk of a motor vehicle crash or injury to individuals.

### **What will we do?**

The corrective action is to inspect the tank tie rod protrusion and related welds and if necessary replace the tank tie rod with a tank tie rod with greater protrusion and a larger weld. This remedy will be performed free of charge. For Camel vehicles the repair takes about 1 hour to complete and for Mud Dog vehicles the repair takes about 1.5 hours to complete. Because of service scheduling requirements, it is likely that the dealer will need your Camel or Mud Dog vehicle for a period of time longer than this actual repair performance time.

### **What should you do?**

Please call your local Super Products dealer or Super Products rental store to schedule your remedy appointment. For assistance in identifying your local Super Products dealer or Super Products rental store, please visit <https://www.superproducts.com/super-locator/>. If you have any questions, please contact Super Products Technical Support at 1-800-837-9711.

### **What if you no longer own this vehicle?**

Please contact Super Products Technical Support at 1-800-837-9711, reference Recall 23V-256, and provide the VIN(s) of your vehicle(s) and report that you no longer own this vehicle. Please also report the identity of new owner, if known to you.

**What if you have already paid for this repair?**

If this condition was identified and remedied on an affected vehicle prior to this campaign, you may be eligible for reimbursement of the costs incurred for such remedy. Please contact Super Products Technical Support (at 1-800-837-9711) to pursue reimbursement.

**Who should you contact if you have further questions or concerns?**

Please contact the Super Products Technical Support (at 1-800-837-9711).

If, after contacting Super Products, you are still not satisfied we have done our best to remedy this defect without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration (NHTSA), 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>. The NHTSA Campaign Number for this recall is **23V-256**.

NHTSA regulations require that any vehicle lessor receiving a notice of a defect pertaining to any leased motor vehicle must forward the notice to the lessee within 10 days.

Thank you for your attention to this important matter.

Sincerely,



Randy Buening  
President  
Super Products LLC