



REIMBURSEMENT INFORMATION

Vehicle: This information applies to your Maintainer 1-Ton or 2-Ton service truck body equipped with hydraulic crane & CAN system. This applies to the following unit manufactured by Maintainer Corporation of Iowa, Inc.

Truck serial # XXXXXX

Chassis VIN # XXXXXXXX

Customer Unit # (if applicable) XXXXXX

Reimbursement Program: If you have already paid for a remedy (e.g., repair, replacement, etc.) related to the defect described in this notice, you may be eligible for reimbursement of such costs. For prior remedies eligible for reimbursement (as explained below), Maintainer Corporation of Iowa will reimburse the amount paid by the owner.

Reimbursement Eligibility Requirements: You are eligible for reimbursement for prior remedies if...

- The remedy was performed between March 9, 2019 and current date.
- The costs were not incurred during the period in which Maintainer Corporation of Iowa's original or extended warranty would have provided for repair of the defect without charge to the customer, unless the coverage under the warranty was denied or the repair under the warranty did not remedy the problem. Prior costs incurred under an extended warranty will only be excluded from reimbursement if Maintainer Corporation of Iowa provided you with written notice of the terms of the extended warranty.
- The remedy addressed (and was reasonably necessary to correct) the problem that led to this recall or a manifestation of the defect.
- You submit documentation to Maintainer Corporation of Iowa (as described below).

Documentation for Reimbursement: Your claim for reimbursement should include (1) your name and address; (2) the VIN(s) of your vehicle(s) on which the remedy was made; (3) a copy (or original) of the receipt(s) for the remedy, which provides the total cost you paid for the remedy and indicates the remedy addressed the defect that led to this recall or a manifestation of the defect; and (4) if the remedy was obtained at a time when the vehicle could have been repaired or replaced at no charge under the manufacturer's original or extended warranty program, documentation indicating that coverage under such warranty was denied or the warranty repair did not correct the problem.

How to Submit a Reimbursement Claim: A reimbursement claim that has the documentation described above should be mailed to: ATTN: Customer Service, Maintainer Corporation of Iowa, 1701 2nd Avenue, Sheldon, IA 51201

Questions: If you have any questions regarding reimbursement of a prior repair/replacement, please call Customer Service at 866-781-3259.