



**Bucher Municipal North America Inc.**

105 Motorsports Road  
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## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [REDACTED]

[REDACTED];  
[REDACTED]

June 25, 2024

**Ref: Safety Recall - (NHTSA Recall No. 24V296)**

**Johnston VT651, VT652, VS651, VS652, VT801, and VS802 sweepers**

**Bucher V65t sweeper**

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Bucher Municipal North America has decided that a defect which relates to motor vehicle safety exists in certain Johnston and Bucher sweepers: specifically, Johnston VT651, VT652, VS651, VS652, VT801, and VS802 Series sweepers and Bucher V65t Series sweepers (collectively V-Range Series) manufactured between December 2014 and December 2020.

Our records show you as the owner of the machine(s) identified by VIN at the top of this notice. If you are the lessor of the machine, please forward a copy of this notice to the lessee within ten days to comply with federal regulations. If you are not the current owner of the machine, we ask you to send details of the new owner to Jeremy Miller by email at [info@buchermunicipal.com](mailto:info@buchermunicipal.com) or by fax at 1-704-658-1377. You may also contact Jeremy Miller at 1-704-658-1333 extension 124 or Chris Ruggieri at 1-704-658-1333 extension 104.

### Reason for Recall

The pin securing the hydraulic rear door cylinder can corrode, seize and/or break in some machines in this V-Range Series. This defect can in certain circumstances cause the pin to fail, causing the rear door to fall. There has been one incident where a pin failed in the rear door cylinder, causing the door to fall and resulting in a fatal injury to an operator working under the door. Investigations to date suggest that the coating on the pin may not prevent corrosion and could lead to seizing and/or breaking when the door is in an open position. Accordingly, particular care should be taken to avoid standing under the rear open door when operating or maintaining the sweeper machine.

If the pin seizes and/or breaks when the door is in an open position, the machine operator and/or persons near the machine could suffer serious injury or death.

### What We Will Do

We will remedy the defect without charge by repairing the street sweeper.



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To repair the defect, your local dealer will need repair the vehicle with a new pin, a new component and warning decals. Specifically, the dealer will replace the pin securing the rear hydraulic cylinder with a high strength stainless steel pin. The steel in the new pin has anti-corrosion properties which eliminates the requirement for additional surface coating. Your dealer will also modify the vehicle by installing a retaining bracket to the rear door to prevent the door from falling. Finally, the dealer will apply two new warning decals to the rear of the vehicle and provide you with updated instructions for load discharge and cleaning process and updated maintenance schedules.

Your dealer will carry out this work and we estimate that it will take six hours to inspect the unit and make the repairs and modifications. We expect that the parts will be available to commence this work by June 21, 2024.

Your authorized dealer has been notified of the recall and has the parts and technical instructions required to carry out the repair and modification properly. Your dealer will be contacting you within the next two weeks to arrange a date on which the inspection and modification can be carried out. If you do not hear from your dealer within the next two weeks, please contact Jeremy Miller at 1-704-658-1333 extension 124 or Chris Ruggieri at 1-704-658-1333 extension 104.

**Contact Information**

If you have any questions or concerns throughout this process, please contact Jeremy Miller at 1-704-658-1333 extension 124 or Chris Ruggieri at 1-704-658-1333 extension 104. If you believe that Bucher Municipal North America or your dealer has failed or is unable to remedy the 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 Ave., SE., Washington, DC 20590; call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

**Reimbursement**

You may be eligible to receive reimbursement for the costs of repair if you have already paid to have your vehicle repaired for this defect. To learn more about what you need to do to obtain reimbursement, you may review the enclosure to this notification that Bucher Municipal North America has provided.

Safety is our highest priority. We intend to complete this recall in a manner that causes the minimum disruption to your business.

Yours sincerely,

Todd Parsons  
General Manager



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## Bucher Municipal North America V-Range Series Street Sweeper Recall: Reimbursement Information

Bucher Municipal North America has a program in place under which you may be eligible for reimbursement of some or all costs related to pre-reimbursement remedies. This enclosure provides the details of that program and the conditions under which we will provide reimbursement.

This reimbursement program applies to Johnston VT651, VT652, VS651, VS652, VT801, and VS802 Series sweepers and Bucher V65t Series sweepers (collectively V-Range Series) manufactured between December 2014 and December 2020. In those vehicles, the pin securing the hydraulic rear door cylinder can corrode, seize and/or break in some machines in this V-Range Series. If the pin is not replaced, the defect can in certain circumstances cause the pin to seize and/or break, causing the rear door to fall.

If you paid to repair this defect in your V-Range Series street sweeper between **December 2014** and **July 1, 2024**, you may be eligible for reimbursement for some or all of those costs.

### **How to get reimbursement:**

If you believe you are eligible for reimbursement of costs that you incurred to repair this defect during the time period listed above, you may submit a reimbursement claim to Bucher Municipal North America via mail. With your claim, you should include:

1. Your name and address
2. The make, model, model year, and VIN of your vehicle
3. NHTSA recall number **24V296**
4. Identification of the owner of the vehicle at the time the remedy was obtained
5. A receipt, either an original or copy, which indicates that the repair for which you seek reimbursement remedied the problem that gave rise to this recall and states the total paid for the repair of the problem.

Additionally, **if your vehicle was under warranty** at the time of the repair, you must submit documentation indicating either that Bucher Municipal North America's dealer or

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authorized facility refused to remedy the problem, or that the repair you were provided did not correct the problem addressed by the recall.



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Submit your claim for reimbursement by mail, along with all required documentation, to:

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Bucher Municipal North America will act on your claim within 60 days of receiving it.

**Conditions:**

Bucher Municipal North America will not reimburse costs incurred during the period during which our original or extended warranty would have provided for a free repair of the problem addressed by the recall. This exclusion does not apply if one of our franchised dealers or authorized representatives denied warranty coverage, or if a repair was made under warranty but did not remedy the problem addressed by the recall.

The remedy Bucher Municipal North America is offering in connection with this recall is repair of the V-Range Series street sweepers identified above. Bucher Municipal North America will not reimburse costs associated with replacement of your vehicle.

Bucher Municipal North America will not reimburse the costs of a remedy that did not address the defect that led to the recall, or that was not reasonably necessary to correct the defect that led to the recall.

Bucher Municipal North America may deny a claim for reimbursement if you fail to provide adequate documentation.