



1293 Glenway Drive
Statesville, NC 28625
T: 800-633-5206

IMPORTANT SAFETY RECALL

July 29, 2024

Safety Recall Notice 12-24-9 /NHTSA Recall 24V544
Dear Doosan Bobcat Portable Power Dealer,

This Notice applies to your Doosan Bobcat North America, Inc. Product:
PG25 (K38)

Your Unit Serial Number(s): *516991UDAIK38, 517213UEAIK38 and 515588UAAIK38*

This Notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Doosan Bobcat North America, Inc. has decided that a defect, which relates to vehicle safety, exists with certain 2024 Doosan Bobcat PG25 Generators. The Unit Serial Number(s) of the specific affected unit(s) is(are) provided above.

We apologize for this inconvenient situation and want to assure you that, with your support and the support of your Doosan Bobcat Portable Power Dealer, we will correct this issue. We are committed to your satisfaction and together with your dealer our intent is to provide you with the industry-best level of service and support.

What is the issue?

The wheel lug nut torque on the selected serial number range of portable generator model PG25 may not have been torqued to engineering specifications. Wheel lug nuts (p/n 35315274) that are not tightened to the proper torque specification may cause vibration, tire wobble, or the wheel(s) could come off during towing, resulting in a crash.

What should you do?

1. Immediately stop towing the unit and notify others not to tow it until the potential issue has been corrected. The unit can still be operated in a stationary position but must not be towed.
2. Contact your local Doosan Bobcat Portable Power dealer and request a service date for TSB 12-24-9.



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If you do not have a local servicing dealer or you do not know who the local servicing dealer is, you can access <https://www.bobcat.com/na/en/dealer> for dealer address, maps, and driving directions.

What will Doosan Bobcat North America, Inc. and your dealer do?

Doosan Bobcat Portable Power dealers are authorized to inspect and repair any damaged components found related to TSB 12-24-9. This safety campaign will be performed free of charge to the unit owner (parts, travel time/mileage, and labor).

How long will it take?

The time needed to complete this inspection/repair is approximately 1 hour. However, due to service time availability, and travel schedule to the unit, additional time may be needed to complete repairs.

Have you previously paid for this repair?

If you have previously paid for repairs associated with the issue described in this letter you still need to have this recall performed to ensure the correct procedures were used.

You may be eligible for a refund for previously paid repairs. Refunds will only be provided for issues related to TSB 12-24-9. To verify eligibility for a refund, present all your receipts of the repairs along with any available photos or write up of the issues.

Your Servicing Doosan Bobcat Portable Power Dealer will request a refund on your behalf to Doosan Bobcat North America, Inc. Refunds could take up to 60 days to process.

What if you no longer own this Doosan Bobcat Portable Power Unit?

If you no longer have this product, we ask that you contact us with its disposition so we can contact the new owner. Contact Doosan Bobcat Portable Power Technical Service at 1-800-633-5206 Option #2. You received this recall letter because government regulations require that notification be sent to the last known owner of record. Our records indicate that you are the current owner.

Can we assist further?

If you have difficulties getting your Doosan Bobcat Portable Power unit repaired promptly at no charge to you, please contact your local dealership's Service Manager for assistance.

If you wish to contact us directly for support in this matter, please call 1-800-633-5206 Option #2 to speak with a Doosan Bobcat Portable Power Representative. Representatives are available Monday-Friday: 8:00AM – 6:00PM (Eastern Time).



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If after contacting Doosan Bobcat North America, Inc. you are still not satisfied that the remedy was done at no charge or in a timely manner, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. 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>.

Thank you for your attention to this matter.

Yours truly,

A handwritten signature in black ink that reads "Shawn Warkenthien". The signature is written in a cursive, flowing style.

Shawn Warkenthien
Senior Director Global Product Safety & Compliance