1. SCOPE

This standard work will explain the process to reimburse a retail customer/machine owner when the owner has paid for a repair prior to the product safety alert field campaign being issued. Proof of repair payment is required. The reimbursement is required by US NHTSA [see 49CFR573.6 (c)(8)(i)] for on-highway product safety campaigns. Vermeer follows this same requirement for on-highway and off-road product safety campaigns.

2. DEFINITIONS

Definitions throughout this document may be found in the Information Catalog.

3. RESPONSIBILITIES

3.1 Product Safety Data Analytics team is responsible to send the Request for Reimbursement form to owner upon owner's applicable inquiry; save the correspondence in the appropriate product safety alert, and forward information to Corporate Warranty for review, approval or denial; and issue Vermeer Parts Certificate credits as directed by Corporate Warranty.

3.2 Corporate Warranty department is responsible to review each Request for Reimbursement form received from Product Safety Data Analytics, determine if the proof of repair and payment is enough to reimburse the owner, and inform Product Safety Data Analytics to issue a Vermeer Parts Certificate credit, if reimbursement is less than $750. If reimbursement is $750 or greater, Corporate Warranty will correspond with Account Payable to issue a check to the owner.

4. STATEMENT OF STANDARD WORK.
The following steps will be completed after a product safety alert owner letter has been mailed to machine owners.

4.1 **Folder creation**. For all product safety campaigns, the following folder and sub-folders will be created in the main campaign folder:
- **Request for Reimbursement**
  - Email sent-waiting for response
  - Response received - waiting for payment approval
  - Reimbursement approved received - payment in process
  - Reimbursements completed

4.2 **Owner contacts Product Safety Data Analytics** to inform them that the field issue relating to the product safety alert owner letter was repaired/fixed prior to

the release of the field campaign, and the owner paid for the repair.

4.3 Prepare Request for Reimbursement form (FM-PS-0001) saved at j/safety/safety-campaigns/forms/Request for Reimbursement Form.
- Insert at the top of the form (using Edit function in Acrobat), the Model, product family, Kit # and Kit Name (as stated at the top of the applicable product safety alert owner letter).
- For owner's convenience, insert as much of the information as available on the owner record: Model, VIN, Contact Name, Contact Email, Company, Address, City, State, Postal Code, Country, Telephone.
- Do **NOT** insert date of repair or amount of reimbursement requested.
- If owner is in US, click on US Dollars; if owner is in Canada, click on Canadian Dollars; if owner is located elsewhere, click on Other but do not fill in the field.

4.4 Send email to owner as follows:
- Subject Line: Enter Model and VIN
- Email Body text:
  - Thank you for contacting Vermeer Corporation. You have provided initial information regarding IK00-XXXX: [Kit Name] indicating you paid for a similar repair to your machine prior to the receipt of the product safety alert owner letter. To request reimbursement, please complete the blank fields on the attached Request for Reimbursement form. Please sign the form and return it via email to: productsafety@vermeer.com with the Repair Order and Evidence of Payment as outlined on the attached form. Upon receipt of the completed form and associated documents, Vermeer Corporation will review your request and respond regarding status via email. Please allow thirty days for review and response.
- Send email.
- Save the sent owner email and form in the safety campaign folder: Request for Reimbursement/ Email sent-waiting for response by Model_VIN.

4.5 Owner responds attaching proof:
- **Product Safety Data Analytics** forwards owner's email with proof to: corpwar@vermeer.com for review, approval or denial.
- **Corporate Warranty** will review documentation attached to Request for Reimbursement; and consult with Product Safety Engineering Manager and/or Product Liability Risk Manager if/as needed to understand technical/legal impact aspects to make decision.
- **Product Safety Data Analytics** will respond to owner's "original" email via email WITH COPY TO corpwar@vermeer.com as follows:

- **REIMBURSEMENT APPROVED less than $750** email body text:

  Thank you for contacting Vermeer Corporation. You have requested reimbursement for repairs paid prior to the issuance of Vermeer IK00-XXXX: [Kit Name]. Your completed Request for Reimbursement form and proof of repair and payment have been provided to our department for review. Your reimbursement **HAS BEEN APPROVED**. You will be receiving a Vermeer Parts Certificate in the amount of $_____ to be redeemed at your local Vermeer dealer. Please allow 14 days for processing.

- **REIMBURSEMENT APPROVED $750 or greater** email body text:

  Thank you for contacting Vermeer Corporation. You have requested reimbursement for repairs paid prior to the issuance of Vermeer IK00-XXXX: [Kit Name]. Your completed Request for Reimbursement form and proof of repair and payment have been provided to our department for review. Your reimbursement **HAS BEEN APPROVED**. You will be receiving a check from Vermeer Corporation in the amount of $_____. Please allow 20 days for processing.

- **REIMBURSEMENT DENIED** email body text:

  Thank you for contacting Vermeer Corporation. You have requested reimbursement for repairs paid prior to the issuance of Vermeer IK00-XXXX: [Kit Name]. Your completed Request for Reimbursement form and proof of repair and payment have been provided to our department for review. Your reimbursement **HAS NOT BEEN APPROVED**. Insufficient proof of repair [or proof of payment] was received. Should you like to request a second review, please provide additional proof by responding to this email.

- **Product Safety Data Analytics**, upon receipt of a copy of the above emails, will file the email in the appropriate safety campaign folder.

- **Product Safety Data Analytics**, upon receipt of a copy of a corporate warranty email approving **REIMBURSEMENT OF LESS THAN $750**, will:
  - Issue Vermeer Parts Certificate in the amount approved.
  - Scan the Parts Certificate in color and email it to the owner with email return receipt turned on.
  - Save these emails (sent and read receipt) in the appropriate folder.
  - Enter an iWarranty Product Note as follows: Owner, [Name], was issued a Parts Certificate in amount of $X in reimbursement for repairs prior to issuance of IK-XXXX.

- **Product Safety Data Analytics** will:
  - o Request issuance of check if reimbursement amount is $750 or greater from the Accounts Payable department.
  - o Enter an iWarranty Product Note as follows: Owner, [Name], was issued a check in amount of $X in reimbursement for repairs prior to issuance of IK-XXXX.

5. REFERENCE DOCUMENTS

FM-PS-0001:   Product Safety Field Campaign Request for Reimbursement form
49CFR573.6 (c)(8)(i)