



IMPORTANT SAFETY RECALL

This notice applies to your AllVac vehicle(s), VIN(s) with corresponding Gradall/Vacall serial number:

[VINS]

[GRADALL/VACALL SERIAL NUMBER]

March 2023

Dear [CUSTOMER],

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 AllVac vacuum vehicles manufactured by Gradall in 2018 - 2021, including in the AllVac vehicles with the VIN(s) shown above. As a result, Alamo Group is conducting this safety recall. We apologize for this inconvenience. We are committed to your safety and satisfaction with our products, and we request that you remedy your vehicle(s) promptly.

IMPORTANT

- Your AllVac vehicle is involved in safety recall **23V-020** to remedy the exhaust silencer.
- A remedy is available now.
- You should contact your local Gradall/Vacall dealer or Gradall/Vacall Service Department or Warranty Administrator to arrange for this free repair to be completed on your vehicle.

Why is my AllVac vehicle recalled?

The vibrations from vacuuming operations are leading to cracks in the welds on the exhaust silencer. If the welds on exhaust silencer have cracks, then the exhaust silencer could detach, increasing the risk of a motor vehicle crash.

What will we do?

The corrective action is to inspect and repair the welds on the exhaust silencer, re-attach any detached silencers, and attach c-shape brackets from the power frame to the exhaust silencer. This remedy will be performed free of charge. The repair takes about 2 hours to complete. Because of service scheduling requirements, it is likely that the dealer will need your AllVac vehicle for a period of time longer than this actual repair performance time.



What should you do?

Please call your local Gradall/Vacall dealer to schedule your remedy appointment. For assistance in identifying your local Gradall dealer, please contact the Gradall/Vacall Service Department or Warranty Administrator (at 1-800-382-8302).

What if you no longer own this vehicle?

Please contact your local Gradall/Vacall dealer or contact the Gradall/Vacall Service Department or Warranty Administrator (at 1-800-382-8302) 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 Gradall/Vacall Service Department or Warranty Administrator (at 1-800-382-8302) to pursue reimbursement.

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

Please contact the Gradall/Vacall Service Department or Warranty Administrator (at 1-800-382-8302).

If, after contacting Gradall, 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-020**.

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; your safety is our first concern.

Sincerely,

A handwritten signature in black ink, appearing to read 'M Popovich', with a long, sweeping tail.

Mike Popovich - President
Gradall Industries LLC