

# IMPORTANT SAFETY RECALL

This notice applies to your vehicle, **Schwarze M6 Avalanche Street Sweeper**, VIN: \_\_\_\_\_

November 2021

Dear **Schwarze Customer**,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Schwarze Industries, Inc., has decided that, if safety protocols are not followed, a defect which relates to motor vehicle safety exists in certain MY 2012 – 2020 M6 Avalanche street sweepers, including in the vehicle with the VIN shown above. As a result, Schwarze 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 promptly.

## IMPORTANT

- Your street sweeper is involved in safety recall 21V-816 to install a switch box guard to prevent unintended activation of the outside controls.
- You should contact your local Schwarze dealer or Schwarze's Warranty Department to arrange for this free remedy.

### **Why is your vehicle being recalled?**

The outside switch box, from which the operator can control the position of the conveyor, can be activated unintentionally when the vehicle is running. If the vehicle operator has not completed lock out/tag out procedures and not installed the conveyor safety pins to keep the retracted conveyor in place, but enters the area between the hopper and the conveyor, the operator can unintentionally activate the switch that advances the conveyor, thereby pinning the operator between the hopper and the conveyor. This presents a crushing hazard, increasing the risk of serious injury or death.

### **What will we do?**

A remedy is available now. Schwarze has developed an Outside Switch Guard and two crushing hazard Warning Decals for these M6 Avalanche street sweepers. You may install this remedy kit yourself or contact your local Schwarze dealer, who will perform the installation free of charge. This repair takes about 30 minutes to complete.

**What should you do?**

Please call your local Schwarze dealer to schedule your remedy appointment. If you are not sure who your local Schwarze dealer is, please contact the Schwarze Warranty Department at 800-879-7934 or [warranty@schwarze.com](mailto:warranty@schwarze.com) and we will identify your closest dealer.

If you would like to install the Outside Switch Guard and Warning Decals kit yourself, please contact the Schwarze Warranty Department at 800-879-7934 or [warranty@schwarze.com](mailto:warranty@schwarze.com) and request the kit for this repair. Included with the kit will be an acknowledgement indicating the installation has been completed. We ask you to sign & date the acknowledgement and email a scanned copy to [salesadmin@schwarze.com](mailto:salesadmin@schwarze.com). Schwarze will rely on the accuracy of your representation when we make our reports about the Outside Switch Guard remedy completion rate.

**What if you no longer own this sweeper?**

Please contact your local Schwarze dealer or contact the Schwarze Warranty Department at 800-879-7934 or [warranty@schwarze.com](mailto:warranty@schwarze.com) and report that you no longer own this vehicle. Please also report the identity of the new owner, if known to you.

**What if you have already paid for this repair?**

If you have already paid for repairs for this condition, you may submit those charges for reimbursement to the Schwarze Warranty Department, which can be reached at 800-879-7934 or [warranty@schwarze.com](mailto:warranty@schwarze.com).

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

Please call the Schwarze Warranty Department at 800-879-7934 or [warranty@schwarze.com](mailto:warranty@schwarze.com).

If, after contacting Schwarze, you are still not satisfied we have done our best to remedy this noncompliance 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 21V-816

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,



Joe Hendrickson  
Vice President of Sales, Marketing,  
Customer Service, and Product Management  
Schwarze Industries, Inc.