



Recall Letter 20V425

NHTSA Recall # 20V425

! Important Safety Recall Notice !

Dear Tropos ABLE™ vehicle owner,

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

Tropos Technologies, Inc. has decided that certain **2019 Model Year Tropos ABLE™ LSVs**, fail to comply with Federal Motor Vehicle Safety Standards also FMVSS No. 500 "Low Speed Vehicles".

! Important !

• Your Tropos ABLE™ LSV is being recalled •

Please take it to your Tropos dealer for inspection.



To whom it may concern,

Why is a recall being conducted?

Your **2019 Tropos ABLE™ LSV** may have noncompliance with Federal Motor Vehicle Safety Standard No. 500. **The noncompliance involves vehicle overspeed.**

2019 Tropos ABLE™ LSV may have noncompliance with Federal Motor Vehicle Safety Standard No. 500 because the vehicle may exceed 40 kilometers per hour (25 miles per hour).

The lack of proper vehicle speed in a low speed vehicle increases the risk of injury during a crash.

What are we doing about the problem?

Your Tropos vehicle dealer will inspect the vehicle free of charge. If your vehicle is found to overspeed, the motor controller firmware of the vehicle will be updated free of charge in about one-hour. Your vehicle can be driven immediately after the firmware is updated.

What should you do?

Contact your local Tropos vehicle dealer, or if you do not know where a Tropos dealer is located in your area, please contact Tropos Technologies, Inc. directly either by e-mail to recall@tropostech.com or by phone (408) 571-6104.

What if you no longer own this vehicle?

Please contact Tropos Technologies, Inc. directly either by e-mail to recall@tropostech.com or by phone (408) 571-6104.

16890 Church St. Morgan Hill, CA Building #

(408) 571-6104 Office

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

Please contact Tropos Technologies, Inc. directly either by e-mail to recall@tropostech.com or by phone (408) 571-6104.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have already paid to have your Tropos ABLE™ LSV repaired for this condition, you may be eligible for reimbursement of the charges you paid for updating the firmware.

To learn more about what you need to do to obtain reimbursement, please contact Tropos Technologies, Inc. directly either by e-mail to recall@tropostech.com or by phone (408) 571-6104.

If after having attempted to take advantage of this recall you believe you have not been able to have your Tropos ABLE™ LSV remedied without charge and within a reasonable amount of time, you may submit a complaint to the

Administrator, National Highway Traffic Safety Administration

1200 New Jersey Ave., S.E., Washington, D.C., 20590

or, call the toll-free **Vehicle Safety Hotline** at 1-888-327-4236 (TTY: 1-800-424-9153)

or, visit to <http://www.safercar.gov>.



We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Tropos Technologies, Inc. & Tropos Motors, Inc.

16890 Church Street, Building 1, Morgan Hill, CA 95037

E-mail: recall@tropostech.com

Phone: (408) 571-6104