

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOO \(NHTSA\)](#)  
**Subject:** FW: Need refund from Agero Roadside Assistance  
**Date:** Tuesday, February 21, 2023 8:14:30 AM  
**Attachments:** [REDACTED]

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-----Original Message-----

**From:** [REDACTED]  
**Sent:** Saturday, February 18, 2023 1:06 AM  
**To:** Arcimoto <support@arcimoto.com>  
**Cc:** Taylor Karen <karen.a.taylor@doj.state.or.us>; California Civil Rights Department <contact.center@dfeh.ca.gov>; Jordon Rico <Ricoj@MyDSL.org>; DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>; California Civil Rights Department <accommodations@dfeh.ca.gov>; Better Business Bureau <info@bbbemail.org>; d3pio@dot.ca.gov; caltrans\_d4@dot.ca.gov; Brandon Fleetwood <bfleetwood@santarosa.edu>  
**Subject:** Need refund from Agero Roadside Assistance

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Arcimoto,

I demand for the full refunds from Agero Roadside Assistance. I have to return my FUV back to your company for full refunds. Arcimoto has lied me about the recall notice and refuse to fix up my FUV for a long time. I will plan to stop by your company anytime and to order you to pay me back total refunds. I won't pay for the vehicle registration renewal at the Department of Motor Vehicles, period. My FUV is not safe and very risky for the accidents because Arcimoto has betrayed me as a big fool and has neglected my recall notice. It is subject to my legal action, full refunds and settlement.

[REDACTED]

**From:** Rick Wiseman nfo@arcimoto.com  
**Subject:** Discontinuing Roadside Assistance Partnership with Agero  
**Date:** February 17, 2023 at 5:28 PM  
**To:** [REDACTED]

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## **IMPORTANT SERVICE BULLETIN**

### **Arcimoto, Inc.**

February 17, 2023

Discontinuing Roadside Assistance Partnership with Agero

Service Bulletin Number: MC2300001

This notice is to inform you of some important updates regarding the 24-hour Roadside Assistance program offered with your Arcimoto vehicle.

A decision was made to end the Roadside Assistance program with our partner Agero and take these services inhouse.

The new process for customers who are in need of roadside assistance will be to submit your claim to our service department for reimbursement of the roadside assistance/towing. Arcimoto will need a detailed receipt with the VIN number of your vehicle sent to our service department.

For more information or to start this process please contact:

**Email:** [support@arcimoto.com](mailto:support@arcimoto.com)

**Call:** (541) 780-0032

We also wanted to let you know that we have released a quick maintenance guide on our website. This can be found here:

[FUV Maintenance \(Quick Reference Guide\)](#) -



This guide contains information from the FUV Owners Manual as well as additional maintenance information needed as an owner of an Arcimoto FUV. We are grateful for your ownership and support of Arcimoto. Please feel free to reach out to us with any questions you may have.

Thank you,  
Arcimoto Service Team  
PO Box 25658  
Eugene, OR 97402  
(541) 780-0032

Arcimoto, 2034 W 2nd Ave, Eugene, OR 97402, United States, 541.683.6293

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