

URGENT SAFETY RECALL NOTICE

September 15, 2011

Mr. John Doe
Any Address
Any City, State ZIP

Columbia Electric Vehicle (ISV/NEV)
Vehicle Identification Number (VIN):

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

Columbia ParCar Corp has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation, and want to assure you that, with your assistance, we will, at no charge to you, correct this possible condition should an inspection of the affected parts determine that your particular vehicle has this defect. Our commitment to your safety, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

The lower steering yoke may loosen where it attaches to the steering rack and pinion. This condition can result in loose steering or loss of steering, increasing the risk of a crash.

What will Columbia and your dealer do?

Columbia ParCar Corp has authorized your dealer to inspect the position and torque on the lower steering shaft yoke of your vehicle, and replace if either is not according to specifications. This work will be performed free of charge for parts and labor.

How long will this take?

The time required to complete the service is less than two hours. However, due to service scheduling requirements, your dealer may need advance notice to schedule an appointment for you.

What should you do?

Please call your dealer without delay and request a service appointment for Columbia Safety Recall SR11-001A. Provide the dealer with the VIN of your vehicle. The VIN is printed at the top of this letter. If you do not have a servicing dealer, you can contact Columbia ParCar at (800) 222-4653 for dealer addresses nearest you.

What should you do? (Continued)

Columbia ParCar Corp wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Columbia ParCar Corp can deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses this issue specifically as described in this letter, you still need to have this recall performed to ensure the correct procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to the replacement of the lower yoke assembly. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Columbia ParCar Corp. To request your refund, send the refund request with all required documentation, including your original repair receipt (no photo copies), to Columbia ParCar Corp., Safety Recall SR11-001, 1115 Commercial Avenue, Reedsburg, WI 53959. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

What if you no longer own the vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based on the vehicle registrations entered by the dealer at the time of sale, which indicate that you are the current owner.

Can we assist you further?

If you need assistance locating a dealer, or experience an excessive service delay, please contact Columbia ParCar Corp at (800) 222-4653. If you wish to contact us through email, our address is info@parcar.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write 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 (888) 327-4236 (TTY: 800-424-9153) or go to www.safercar.gov.

Thank you for your attention to this important safety matter.

Columbia ParCar Corp.