



IMPORTANT SAFETY RECALL

August 1, 2016

NHTSA Recall: 16V554

Colin Shattuck
Sportique
160 Broadway
Denver, CO 80209

This notice applies to all GenZe 2.0 vehicles, both sold and in inventory to be sold.

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Mahindra Tractor Assembly Inc., dba Mahindra GenZe has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2015 and 2016 GenZe 2.0 (retail) and GenZe Enterprise1 (fleet) vehicles. This defect may not exist in all vehicles covered by this recall but GenZe wants to address all of the vehicles to ensure the safety of our customers. As an authorized GenZe dealer, you will be a part of the remediation efforts required by this recall.

WHAT IS THE ISSUE

Variability in the supplier manufacturing of the front suspension could result in a situation where the shock tube slips in the under bracket clamp. The rider may notice an increased turning radius once the shock tube has begun to slip. The rider may also hear a rattle from the front suspension if the clamp is loose. The chances of the shock tube slipping increase with more aggressive driving such as driving over curbs or severe potholes. The rider may notice reduced maneuverability at low speed and a larger turning radius. Reduced maneuverability can increase the risk of a crash.

WHAT GENZE AND ITS DEALERS WILL DO

GenZe or its authorized dealers will repair the defect at no charge to the customer with new bolts and washers. Per the dealership agreement, GenZe will reimburse its dealers for this work as a warranty claim, 30 minutes at the agreed-upon standard labor rate. If fork replacement is required, GenZe will reimburse its dealers as a warranty claim, 1 hour and 20 minutes at agreed-upon standard labor rate.

The repair will consist of removing the top bolt of the under bracket shock tube clamp and replacing it with a new bolt and a regular washer and a split washer. This bolt will be torqued to specifications. Then the bottom bolt will be removed and replaced with a new bolt and a regular washer and a split washer. This bolt is then torqued to specifications. Then the top bolt is re-torqued to the specification. The procedure is then repeated on the other side of the fork assembly. It is estimated that this work will take thirty minutes to complete once it has begun.



If the service technician is unable to reach the specified torque while tightening the bolts, the fork will be replaced. For exact torque specifications, please refer to Service Procedure 16-0005.

Kits containing the required parts and tools necessary for the repair will be assembled and distributed to dealerships before **August 29th, 2016**.

In order to schedule the recall repair, GenZe will ask customers to contact us at a dedicated recall number, +1 (888) 808-9526 to be referred to their local dealership for scheduling an appointment, or to schedule an appointment with GenZe, whichever is more convenient.

Please note, per NHTSA regulations it is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

Thanks for your on-going support and assistance in maintaining our commitment to quality.

The GenZe Team.