



IMPORTANT SAFETY RECALL

September 2016

NHTSA Recall: 16V554

DEAR [NAME FROM MAILMERGE]

This notice applies to your motor-driven cycle VIN #[insert VIN]

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. Our records show that you are the owner of a vehicle affected by this recall.

WHAT IS THE ISSUE

Variability in the 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 WILL GENZE DO

GenZe will repair the defect at no charge to the customer with new bolts and washers.

HOW LONG WILL IT TAKE

Mahindra GenZe will start repairing vehicles on September 16th, 2016. The repair should take approximately 30 minutes. Vehicle downtime may be longer.

WHAT SHOULD YOU DO

Until the recall repair has been performed:

- Do not drive aggressively.
- Inspect the front suspension periodically to verify the shock tube does not extend above the under bracket (other than the rubber cap). If you hear a rattling noise from the front of the vehicle or see the shock tube extended above the under bracket, we would urge

you to contact GenZe immediately and avoid further use until the repairs have been completed.

In order to schedule the recall repair:

Contact GenZe at 1-888-808-9526 to schedule an appointment at a GenZe authorized service location.

OTHER INFORMATION

If you are no longer the owner of this vehicle, we request that you provide us the name and address of the new owner (if you know it) by contacting us at 1-888-808-9526.

If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to the lessee within 10 days.

If you have already had this repair performed at your own expense, you may be eligible for reimbursement. Please contact us at 1-888-808-9526 for details.

If you believe that GenZe or a dealer has failed or is unable to remedy the defect without charge within a reasonable time (60 days from the time you first contact GenZe or the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590

Or call:

1-888-327-4236 (TTY: 1-800-424-9153)

or go to the website:

<http://www.safercar.gov/>

GenZe appreciates your cooperation in helping us to make your vehicle as safe and enjoyable as possible.

Thank you,
The Mahindra GenZe team.