

IMPORTANT SAFETY RECALL

April 2018

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA Campaign Number: 18V114

Subject: Compliance Recall Campaign RC-18-84-01 – Head-protection Side Airbags (HSABs)

Certain 2018 Model Year Karma Revero

Dear Karma Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Karma has decided that certain 2018 model year Karma Revero vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 226 – Ejection Mitigation. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Testing revealed an issue with the curtain shield air bags also known as head-protection side airbags (HSABs). This testing found that a disengagement of the airbag rear connection point from the inflator during deployment compromises the effectiveness of the air bag's protective capacity. If the air bags are not fully connected to the inflator, the air bags may not inflate properly, increasing the risk of injury in the event of a crash.

What will we do?

To address the problem, Karma dealers and service providers will install new curtain side airbags/head-protection side airbags that have an additional 3rd clamp on the curtain shield airbag to inflator housing at no cost. It will take approximately 3 hours for the repair, but the vehicle may need to be at the repair facility for a longer period of time. The addition of the 3rd clamp improves the cushion attachment to the inflator housing.

What should you do?

Please contact your authorized Karma dealer/service provider without delay to schedule this recall repair. For your convenience, you can also visit www.karmaautomotive.com and click on the "Locator" link to locate a dealer near you and schedule this service.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further?

If your authorized Karma dealer/service provider fails to assist you in any way, please contact Karma Client Services by calling Toll Free at **1-855-288-6109** from 8 AM to 5 PM Pacific Time, Monday through Friday or via email at clientservices@karmaautomotive.com

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the Recall/Service Campaign Lookup tool at www.karmaautomotive.com/campaigns and enter your Vehicle Identification Number (VIN).

If you are still unable to have the repair performed without charge, or within a reasonable amount of time, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Karma Client Services