



## **IMPORTANT SAFETY RECALL**

<MONTH YEAR>  
<CUSTOMER NAME>  
<CUSTOMER ADDRESS>  
<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA Campaign Number:** 19V-296

**Subject: Non-Compliance Recall Campaign RC-19-84-01 – Side-curtain Airbags deployment in the event of a Rollover (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 Automotive LLC (Karma) has decided that certain 2018 model year Karma Revero vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 226, "Ejection Mitigation." Our records show that you are the owner of a vehicle affected by this action.

### **What is the issue?**

In the course of routine testing, it was determined that the rollover sensor in certain 2018 MY Karma Revero vehicles had not been enabled and as a result will not detect a rollover condition, and therefore may not deploy the side-curtain airbag as intended. If the air bags do not deploy properly in a crash, it can increase the risk of injury. Karma also determined related non-compliances with respect to the readiness indicator light and owner manual/consumer information requirements.

### **What will we do?**

The Airbag Control Unit, which contains the rollover sensor and readiness indicator sensor, will be replaced for free. Karma will also provide an update of the owner manual or other supplemental written information describing the readiness indicator, the systems it monitors, the location and purpose of the instrument cluster warning light, and what action to take should the warning light illuminate. Karma currently anticipates that these remedies will be available in July 2019. Once available, the process of replacing the Airbag Control Unit will take approximately two (2) hours.



## **What should you do?**

As always, Karma recommends that all vehicle occupants fasten their safety belts before driving and keep them fastened for the duration of the travel.

Please contact your Karma authorized service provider without delay to schedule this recall repair. For your convenience, you can also visit [www.karmaautomotive.com](http://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 Karma authorized 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](mailto: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](http://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**