

IMPORTANT SAFETY RECALL

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA Campaign Number: 19V-408

Subject: Non-Compliance Recall Campaign RC-19-70-01 – Side Impact Protection

(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 (K a r m a) has decided that certain 2018 model year Karma Revero vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 214, “Side Impact Protection.” Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

In the course of routine quality inspection, it was determined that the upper intrusion bar in the front left door of certain 2018 MY Karma Revero vehicles may contain a segment of split metal and, as a result, may not be compliant with Federal Motor Vehicle Safety Standards (FMVSS).

In the event of a crash, if the left front door intrusion bars do not perform as designed due to a split in the metal, , there is an increased risk of injury to vehicle occupants.

What will we do?

Karma will inspect all front doors on your vehicle at a Karma authorized repair center. Any front doors found containing an affected upper intrusion bar will be replaced. Both the inspection and, if necessary, the repair will take place at a Karma authorized repair center, and will be provided free of charge. The process of inspection of the front doors will take approximately one (1) hour total. If necessary, the process of replacing the front doors of the affected vehicles will take approximately six (6) hours per door. Please contact your Karma authorized service provider for further details.

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 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

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

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