

SAFETY RECALL NOTICE

Manufacturer's assigned campaign number: TRO-21-02
NHTSA Recall ID: 21V261

To all TROPOS vehicle dealers:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

TROPOS TECHNOLOGIES, Inc. has decided that certain **2019 Model Year TROPOS Able LSVs**, fail to comply to Federal Motor Vehicle Safety Standards FMVSS No. 500 "Low Speed Vehicles".

Accordingly, a recall to address this issue is being initiated effective **May 5, 2021**.

The noncompliance involves vehicle overspeed.

2019 **TROPOS Able LSV** may have noncompliance with Federal Motor Vehicle Safety Standard No. 500 because the vehicle may exceed 40 kilometers per hour (25 miles per hour).

The firmware in the motor controller may allow the vehicle to exceed 40 kilometers per hour (25 miles per hour) when following the test procedure as outlined in NHTSA Test Plan TP-500-02. Overspeed within the specified distance while following the test procedure makes the vehicle non-compliant with the requirements of the Federal Motor Vehicle Safety Standard (FMVSS) number 500 "Low Speed Vehicles".

Owners will be notified by mail about the recall and will be instructed to bring their **TROPOS Able LSV** for inspection to their local TROPOS dealer.

There is no cost to owners for this recall.

You as a TROPOS vehicle dealer will inspect the vehicle free of charge. If the motor controller firmware is determined to be in need of an update, it will be replaced free of charge in about an hour, and the vehicle can be driven immediately after the replacement is completed.

The tools to update the motor controller firmware and the firmware itself will be provided to your dealership free of charge, and you will be reimbursed for the inspection and/or firmware update at standard Warranty Labor Rates. (6/10 hours for firmware update and inspection, or 2/10 hours for inspection only, if it is determined that correct firmware has been installed and therefore an update is not required). The Firmware Update Tool (Able Interface Computer Tool) **Tropos PN 408-13-19C5** and Firmware **TRO-21-02.HEX** will be provided.

Please be reminded that it is a violation of Federal law for you to sell or lease the 2019 **TROPOS Able LSVs** covered by this notification, until this recall has been performed on these vehicles. Substantial civil penalties apply to violations of this law.

Your assistance with this recall is appreciated. Should you have any questions or concerns, please contact Please contact **TROPOS TECHNOLOGIES, Inc.** directly either by e-mail to recall@tropostech.com or by phone: (408) 571-6104.

We apologize for any inconvenience this safety recall may cause, but our customer safety is our first concern.

TROPOS

World Headquarters

16890 Church Street, Building 1, Morgan Hill, CA 95037