

******* IMPORTANT SAFETY RECALL *******

This notice applies to your vehicles,

59RJMKBT4L3	[REDACTED]	59RJMKBT5M3	[REDACTED]	59RJMKBT5M3	[REDACTED]
59RJMKBT6L3	[REDACTED]	59RJMKBT7M3	[REDACTED]	59RJMKBT7M3	[REDACTED]
59RJMKBT8L3	[REDACTED]	59RJMKBT9M3	[REDACTED]	59RJMKBT9M3	[REDACTED]
59RJMKBTXL3	[REDACTED]	59RJMKBT0M3	[REDACTED]	59RJMKBT0M3	[REDACTED]
59RJMKBT6L3	[REDACTED]	59RJMKBT2M3	[REDACTED]	59RJMKBT2M3	[REDACTED]
59RJMKBT7L3	[REDACTED]	59RJMKBT4M3	[REDACTED]	59RJMKBT2M3	[REDACTED]
59RJMKBT9L3	[REDACTED]	59RJMKBT6M3	[REDACTED]	59RJMKBT2M3	[REDACTED]
59RJMKBT0L3	[REDACTED]	59RJMKBT9M3	[REDACTED]	59RJMKBTXM3	[REDACTED]
59RJMKBT2L3	[REDACTED]	59RJMKBTXM3	[REDACTED]	59RJMKBT7M3	[REDACTED]
59RJMKBT1M3	[REDACTED]	59RJMKBT1M3	[REDACTED]	59RJMKBT1M3	[REDACTED]
59RJMKBT3M3	[REDACTED]	59RJMKBT3M3	[REDACTED]		

Vehicles affected: Workhorse C1000M/C1000S/C650 Model Year: 2020-2021

January 12, 2022

Dear C1000 Series Owner/Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Workhorse Group Inc has decided certain Model Year 2020-2021 C1000S, C1000M and C650 vehicles fail to conform to Federal Motor Vehicle Safety Standard numbers, 101 (Controls and Displays), 104 (Windshield Wipers and De-fogging systems), 108 (Lamps, reflective devices and associated equipment), 120 (Tire selection and Rims) and 206 (Door locks and door retention components).

Your vehicles are included in this recall action.

What is the concern?

Compliance concerns have been identified on 2020-2021 model year Workhorse C1000M, C1000S and C650 electric vehicles. If a vehicle does not comply with all applicable safety standards, there is an increased risk of injury, or a vehicle crash without prior warning.

- FMVSS 101
 - Replace headlamp switch cover with one containing the FMVSS approved headlamp symbol to avoid operator confusion
 - Replace Turn Signal / Dimmer Switch Lever Knob with one containing the FMVSS approved headlamp symbol to avoid operator confusion
 - Replace hazard switch button with one containing the FMVSS approved hazard symbol to avoid operator confusion
 - Install software update with alert/warning with FMVSS approved icon corrections to avoid operator confusion
 - Replace Wiper/Washer Switch with an illuminated switch to facilitate dusk-to-dawn operator safety
- FMVSS 104
 - Increase the length of the driver side wiper blade to 28" to increase the swept area and improve the driver's field of view in inclement weather
- FMVSS 108
 - Attach In-cab Operator Warning Tag to alert operators that the vehicle is not to be operated on public roads open to unrestricted public travel before affixing the reflex reflectors shipped with the vehicle. (Note: The reflex reflectors are not installed during production to allow dealers/upfitters/customers the opportunity to first paint/wrap the exterior of the vehicle).
- FMVSS 120
 - Replace wheel rims not marked in compliance with Federal regulations. While Workhorse is confident in the performance and safety of the rims installed on all vehicles to-date, the company is replacing all unmarked rims to avoid confusion, customer cost or inconvenience.
- FMVSS 206
 - Reinforce the forward driver and passenger side door lock mounting area to improve security and integrity in certain crash events. While Workhorse is confident in the performance and safety of the doors installed on all vehicles to-date, the company is modifying the door latch mounting procedure for C1000M and C650 vehicles.

What will Workhorse do?

Workhorse is carrying out a safety recall of the vehicles mentioned above to update the software and replace components to bring the vehicles into compliance with Federal Motor Vehicle Standards. There will be no charge for these repairs under this program.

What should you do?

Stop driving these vehicles immediately. Please contact Workhorse at 1 (513) 360-4704 or compliance@workhorse.com to arrange for the recall service on your vehicles, including transport of the vehicles to the designated service location.

How long will it take?

The work will be carried out as quickly and efficiently as possible to minimize the inconvenience to customers and is expected to take between 7-10 business days once the vehicle arrives at the Workhorse repair facility, although the facility may need your vehicles for a longer time.

What should you do if you have further questions?

Please contact Workhorse at 1 (513) 360-4704 or compliance@workhorse.com and we will answer any questions you may have. Please include your full name, address where the vehicle is located and VIN(s) of your vehicle(s) in your email.

If you need to contact Workhorse by Mail, please use the following address:

Workhorse Group Inc
ATTN: Compliance
100 Commerce Drive
Loveland, OH 45140

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicles remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <https://www.safercar.gov>.

Workhorse appreciates your confidence in our product and will to do everything we can to retain that confidence.

We recognize this service visit may be an inconvenience to you. Workhorse will strive to minimize any inconvenience caused by this safety recall.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ryan Gaul'.

Ryan Gaul
President, Commercial Vehicles Workhorse Group Inc

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Non-compliance Recall Notice

NHTSA Recall ID: 21V-731



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Ryan Gaul
President, Commercial Vehicles
Workhorse Group Inc