



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, VIN.

February 6<sup>th</sup>, 2023

«Corporate\_name»  
«Address»  
«City» «ProvState» «Zip\_Code»  
«Country»

### **NHTSA Recall 23V036**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lion Electric has decided that a defect, which relates to motor vehicle safety exists in certain 2022 LionC vehicles.

#### **Description of the defect**

The rubber mounts used to absorb the vibrations generated by the main hydraulic pump on the LionCs are showing premature wear, which could lead to improper pump mounting. An unsecured hydraulic pump can cause a loss of power steering assist or damage the low-voltage harness, increasing the risk of a crash.

#### **Corrective measures and precautions**

A team of technicians will be dispatched by Lion Electric to remove the rubber mounts. Hardware will be replaced as needed.

Lion Electric will contact you as soon as possible to determine the date of the recall, which will be done at the company's expense by one of our technicians.

If an anomaly is detected surrounding the steering system, you must contact The Lion Electric immediately at this toll-free number: 1 855 546-6706 ext.: 229 and not use the identified vehicle.

Following your report of the defect to Lion Electric, they will contact you shortly to determine the date to perform the service.



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### **Contact**

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For any questions, do not hesitate to contact the service department at 1 855 546-6706 ext.: 229.

If you have already paid to have your vehicle repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement, as applicable. To learn more about what you need to do to obtain reimbursement, contact Customer Support above.

We estimate the time to perform the labour required to correct the defect to be approximately 2 hours.

Please contact Lion to provide the new owner's information if you no longer own this vehicle. Lion will then contact the new owner.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within 10 days to comply with federal regulations.

After contacting the Lion Electric Company's customer support number, if you still are not able to have the safety defect remedied without charge and within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., 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>, if you believe that Lion Electric has failed or is unable to remedy the defect or noncompliance without charge.

Our priority is to always provide you with a product of the highest quality and security levels. We apologize for the inconvenience and would like to thank you for your trust and valuable cooperation.

*Guy Lecompte*

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Guy Lecompte

Senior Product Compliance Manager