



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [VIN].

NHTSA Recall No. 23V-803; OSA Recall No. OSA FLEX MC0327

December 19, 2023

[Customer Name]  
[Customer Address]  
[City, State, Postal]

Dear CAKE Osa Flex Owner,

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

CAKE 0 Emission AB (“CAKE”) has decided that a defect which relates to motor vehicle safety exists in all Model Year 2020-2022 Osa Flex Electric Mopeds. The identified mopeds were manufactured with an aluminum steering column which may become fatigued over time and could shear, which could lead to the front fork detaching and increase the risk of a crash.

CAKE is committed to your safety and has initiated a voluntary safety recall to address this issue. Our records indicate that you own one of the affected mopeds.

The repair involves replacing the aluminum steering column (Part No. MC0327) with a stainless steel steering column (Part No. MC01472). CAKE will individually work with each owner of a moped covered by this recall to find an appropriate dealer, which may include CAKE authorized dealers, with the necessary experience to perform this repair. In instances where a local dealer is not available, depending on the specifics of your situation, CAKE will either dispatch a technician to your location or arrange for your vehicle to be shipped to a CAKE service location. CAKE will provide any dealers and dispatched technicians with a repair kit and detailed instructions on how to replace the aluminum steering column. The actual repair time will be approximately one hour, but repair facilities and/or technicians may require your moped for a longer period of time. The parts, labor and any shipping costs (if any) will be free of charge to you.

Replacement parts are available. Please contact CAKE at [service@ridecake.com](mailto:service@ridecake.com) as soon as possible to discuss the best way to address the repair for your motorcycle, including whether you already have a preferred dealer. We will coordinate with you to ensure that your repair is handled efficiently and conveniently.



If you no longer own this moped, please inform us at [service@ridecake.com](mailto:service@ridecake.com) so we can update our records and inform the current owner. Federal regulation requires any vehicle lessor receiving this recall notice to forward a copy of the notice to the lessee within ten days.

Additionally, if your vehicle is no longer under warranty, you may be eligible to receive a reimbursement for the cost of repairs made prior to receiving this notice. In order to determine your eligibility, please provide CAKE with: (1) your name and address; (2) vehicle's make, model, model year, and vehicle identification number (VIN); (3) an original or copy of your receipt indicating the cost of the repair; and (4) the name of the owner or purchaser of the vehicle at the time that the pre-notification remedy was obtained. Additionally, if the remedy was obtained prior to receiving this notice, but during the warranty period, you will need to provide documentation establishing that the warranty was not honored or that the warranty repair did not correct the issue related to the recall. This information must be submitted to CAKE at [service@ridecake.com](mailto:service@ridecake.com) or at CAKE 0 Emission USA, Inc., 4112 Lincoln Blvd., Marina Del Rey, CA 90292.

If CAKE fails or is unable to remedy your motorcycle without charge within a reasonable time, you may wish to inform the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or contact NHTSA at <http://www.safercar.gov>.

We apologize for any inconvenience this may cause and are dedicated to resolving this issue swiftly and to your complete satisfaction.

Thank you for your understanding and cooperation.

Regards,

Mark Bense  
Head of Operations  
CAKE 0 Emission USA, Inc.