



## IMPORTANT SAFETY RECALL

Safety Recall Notice FSB03-23/NHTSA Recall 23V817

This notice applies to your vehicle, {VIN}.

January 30, 2023

{Customer Name}  
{Address}  
{City}, {State/Region} {Postal Code}

Dear Cushman Hauler PRO LSV Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Cushman has decided that a defect which relates to motor vehicle safety exists in certain 2023 Cushman Hauler PRO LSV vehicles.

Cushman has determined that the vehicle's battery may catch fire if cracks in the battery pack's casing allow water or moisture to enter the battery housing. A Cushman authorized service provider will inspect your vehicle and determine whether the battery requires replacement; if battery replacement is required, this service will be performed at no charge. Inspection should take 20 minutes, and a battery replacement, if necessary, an additional 30 minutes to complete. Please contact your Cushman Authorized Dealer immediately to schedule an inspection and, if necessary, a repair of your vehicle. Alternatively, please contact Cushman Customer Care at 888.438.3946, then by pressing 2, then 1 and asking for information about FSB 03-23.

Until your vehicle has been inspected and any necessary repairs have been completed, please observe the following safety precautions:

- Park your vehicle outdoors, at least 15 feet away from any buildings or other vehicles, when not in use;
- Charge your vehicle outdoors, at least 15 feet away from any buildings or other vehicles; and
- While the vehicle is in service, operators should pay attention to operating conditions. If the vehicle stops or shuts down, or becomes unresponsive to operator input, occupants should stop use immediately and isolate the vehicle outdoors, at least 15 feet away from structures or other vehicles. If occupants see or smell smoke or sparks, occupants should immediately stop use and exit the vehicle. If any of these conditions occur, please notify Cushman Customer Care as soon as possible using the contact information above.

With the precautions listed above in place, we are not issuing any instructions to stop use of your Hauler PRO LSV vehicle at this time. We are not aware of any incidence of fire occurring during usage of these vehicles. After your vehicles are inspected and any appropriate repairs are complete, you can resume normal charging and storage procedures.

If you have any questions about this matter, please contact Cushman Customer Care at 888.438.3946, then by pressing 2, then 1 and asking for information about FSB 03-23. The Customer Care team also can answer questions you might have about this matter. The center is open from 8 a.m. to 6 p.m. Eastern Time, Monday through Friday. You may be eligible to receive a reimbursement for the cost of repairs made prior to receiving this notice.

Thank you for your cooperation. We apologize for any inconvenience this issue might cause.



Sincerely,

A handwritten signature in black ink that reads 'Jeff Miller'.

Jeff Miller  
Senior Director, Warranty & Customer Care

- If you no longer own this vehicle, please help us update our records by calling 888.438.3946.
- Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the National Highway Traffic Safety Administration at 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>.