

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: _____ -

NHTSA Recall # 23V832

Dear *PILOT*CAR vehicle owner:

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

PILOTCAR EV, Inc. has decided that certain **2021 to 2023 Model Year PILOT**CAR LSVs, fail to comply to Federal Motor Vehicle Safety Standards (FMVSS) No. 500 "Low Speed Vehicles" and No. 141 "Minimum Sound Requirements for Hybrid and Electric Vehicles".

! IMPORTANT !

- **your PILOT**CAR LSV is being recalled
 - **you should take it to your PILOT**CAR dealer for inspection
- To whom it may concern,**

Why is a recall being conducted?

The intent of FMVSS #141 is to protect pedestrians and other road users from incidents with quiet electric vehicles, lack of VSP system increases the risk of such incidents.

A vehicle that does not make warning sounds cannot alert pedestrians to the approaching vehicle, increasing the risk of a crash.

What are we doing about the problem?

Your **PILOT**CAR vehicle dealer will install the Vehicle Sound for Pedestrians System (VSP) on the vehicle free of charge in about two and half hours, and your vehicle can be driven immediately after the installation is completed.

What should you do?

Contact your local **PILOT**CAR vehicle dealer, or if you do not know where a **PILOT**CAR dealer is located in your area, please contact **PILOT**CAR EV, Inc. directly either by e-mail to info@pilotcarev.com or by phone (239) 243 8023.

What if you no longer own this vehicle?

Please contact **PILOT**CAR EV, Inc. directly either by e-mail to info@pilotcarev.com or by phone (239) 243 8023

Who should you contact if you have further questions or concerns?

Please contact **PILOT CAR EV, Inc.** directly either by e-mail to info@pilotcarev.com or by phone (239) 243 8023

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

If after having attempted to take advantage of this recall you believe you have not been able to have your **PILOT CAR LSV** 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 <http://www.safercar.gov>.

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

Sincerely,

PILOT CAR EV, Inc.

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e-mail: info@pilotcarev.com

phone: (239) 243 8023.

Manufacturer's assigned campaign number: PC-2023-03

