

## **GENERAL REIMBURSEMENT PLAN**

### **CAKE 0 Emission USA, Inc.**

Pursuant to the requirements set forth in 49 C.F.R. Part 573 and Part 577, CAKE 0 Emission USA, Inc. (“CAKE”) has established a general reimbursement plan for customers who have incurred out-of-pocket costs for recall remedies in advance of CAKE’s notification to NHTSA of a safety-related defect or noncompliance in CAKE vehicles. This plan is prepared to be consistent with the requirements of 49 U.S.C. 30120(d) and 49 C.F.R. § 573.13. CAKE reserves the right to modify the details of this plan for any given recall, and will identify any such modifications in its Part 573 report to NHTSA and, as appropriate, in owner communications sent pursuant to 49 C.F.R. Part 577.

### **Reimbursement Eligibility and Submission**

Though it has not done so at present, CAKE may identify a beginning date for reimbursement eligibility as permitted by the regulations consistent with 49 C.F.R. § 573.13(c)(1). In the event that CAKE identifies a beginning date, an owner who paid to remedy the defect or noncompliance prior to that identified beginning date would not be eligible for reimbursement. If CAKE subsequently determines that a beginning date is appropriate, it will indicate that date in the specific reimbursement plan for that recall. Additionally, an owner will be eligible for reimbursement if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13(c)(2), the ending date shall be ten calendar days after the date on which CAKE mailed the last of its Part 577 notifications to owners in the United States, unless a specific reimbursement plan is made available for a particular recall.

This reimbursement program does not apply to repairs or replacements that were made within the period during which an original warranty would have provided for a free repair of the problem addressed by this recall, unless (i) an authorized representative of CAKE or an approved repair partner denied warranty coverage or (ii) the repair made under the warranty did not remedy the problem. Reimbursement also will not be provided if the pre-notification remedy was not of the same type as the recall remedy provided by CAKE in a specified recall campaign, did not address the defect that led to this recall, or was not reasonably necessary to correct the defect.

### **Required Documentation**

To obtain reimbursement for pre-notification remedies, a customer will need to provide a receipt, which may be an original or copy, identifying the equipment replaced. The receipt should include a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, CAKE may require the claimant to separately identify costs that are eligible for reimbursement. In addition, a customer will need to submit a written and signed claim for reimbursement that contains the information required below.

The claim for reimbursement should include the following information:

- 1) Claimant’s name and address;

- 2) Identification of their vehicle's make, model, model year, and vehicle identification number;
- 3) Identification of the recall by reference to NHTSA's recall number;
- 4) The original or copy of the receipt referenced above;
- 5) Identification of the owner or purchaser of the vehicle at the time that the pre-notification remedy was obtained; and
- 6) If the remedy was obtained during the warranty period, documentation establishing that the warranty was not honored or that the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

### **Costs To Be Reimbursed**

Costs to be reimbursed to customers under this General Reimbursement Plan will not be less than the lesser of:

- 1) The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall; or
- 2) The costs of the part(s) for the remedy (to be no more than the manufacturer's list retail price for authorized part(s)), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste), and taxes.

If a customer has any questions about the reimbursement program or needs help in making a claim for reimbursement, the customer may write or call CAKE at the following address and email address:

CAKE 0 Emission USA, Inc.  
4112 Lincoln Blvd.  
Marina Del Rey, CA 90292  
service@ridecake.com

December 12, 2023