

From: [Cushman Communications](#)
To: [O'Shea, Erin](#)
Subject: HTML Proof - Important Safety Notice-Hauler LSV
Date: Thursday, April 11, 2024 12:33:59 PM



Important Safety Notice

Dear Cushman Hauler PRO LSV Dealer,

This notice is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Cushman has determined that a defect which relates to motor vehicle safety exists in certain 2023 Cushman Hauler PRO LSV vehicles equipped with a "triple-pack" lithium-battery system. This notice applies to all such units, whether the vehicles have manual or electric dumping mechanisms, or plastic or aluminum beds. **Do not sell, lease or permit anyone to use an affected vehicle until the required service outlined in the attached field service bulletin 01-24C is completed.**

The bed-latch mechanism on these vehicles can puncture the casing surrounding the vehicle's battery pack, allowing for water and debris to enter the battery pack and creating a risk of fire. To correct this issue, you will install brackets to eliminate the interference of the vehicle's bed latch with the battery pack. This service requires 30 minutes per vehicle to complete, and you will be reimbursed for the labor required according to the attached service bulletin. At the time of service, please also inspect each vehicle's battery pack for damage and, if necessary, replace any damaged packs.

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 01-24C. 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,



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.

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1451 Marvin Griffin Road
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If you do not wish to receive this mail in the future: [Unsubscribe Here](#)