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July 23, 2024

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO THE FOLLOWING VEHICLES:

[redacted]

ACTION REQUIRED

[redacted]

Re: SEA Electric NHTSA Recall # 24V475

Dear [redacted]

SEA Electric, in conjunction with the National Highway Traffic Safety Administration ("NHTSA"), is conducting a safety recall of certain 2023-2025 SEA Electric 5e, 2020-2022 Ford F59, 2020 Hino 195, and 2019 Isuzu NRR vehicles equipped with iterations of SEA Electric vehicle battery management ("BMS") software. The software versions at issue are:

- **C601_D121.000.003.01_T0.5.9_202212171306.S19**
- **C601_D121.000.003.01_T0.6.3_202310242130.S19**
- **C601_D121.000.023.01_T1.0.3_202212201139.S19**

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According to SEA's records, one of the above software versions was incorporated into the SEA Electric e-drive component of vehicles purchased by you.

SEA is conducting this recall to address the potential that the BMS software may experience a loss of motive power after measuring a cell voltage level (*i.e.*, state of charge) higher than the program safety limit. This loss of motive power may result in an increased risk of crash. This may occur without warning. A yellow truck may also appear on the Xite (LCD) dashboard display at the time or simultaneous to the event.

We want to make you aware of this recall, in the event any of your customers contact you regarding this recall. If you or your customers have any questions about this recall, please contact SEA at 833-732-3532.

SEA will directly contact end-user customers to whom you have sold these recalled vehicles, to the extent SEA is in possession of or can reasonably ascertain this information. **However, to most effectively reach all vehicle owners of vehicles with the recalled BMS software, we ask that you immediately provide us with the name, address, and contact information of each end-user customer to whom you have sold a vehicle installed with the recalled BMS software.** We have attached a list of affected VINs associated with this recall, for your reference.

If SEA's records reflect that you have within your inventory any vehicles covered by this notice, SEA will notify you separately regarding a remedy for those vehicles. **At no charge to you, SEA will update the vehicle software to limit the amount of current generated by regenerative braking at a high state of charge.** SEA will perform the software remedy on-site at your location. Please contact SEA at 833-732-3532 to schedule your software remedy for any vehicle covered by this recall. It will take approximately 45 minutes to install the software remedy.

If you have sold any vehicle installed with the recalled BMS software to other dealers, you must also send them a copy of this notification letter within five (5) working days of your receipt of this notice. Please note that it is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment covered by this notification until the issue described in this notice has been remedied.

Should you have any questions, please contact 1-833-732-3532 as soon as possible.

We regret this inconvenience. We at SEA Electric are committed to the highest standards of safety and product quality, and our interest is in our customers' safety and satisfaction with their equipment. We look forward to working with you to enable this recall to be completed in a timely manner with minimal disruption to your customers. Thank you.

Sincerely,

Exro Technologies, Inc.