



IMPORTANT SAFETY RECALL

November 13, 2024

E-Z-GO FSB: 05-24

NHTSA Recall: 24V-709

Dear E-Z-GO Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. This notice applies to your vehicle, {Model Year} E-Z-GO {Model} with vehicle identification number {VIN}. E-Z-GO has decided that a defect which relates to motor vehicle safety exists in 2024 and 2025 E-Z-GO Vehicles with hydraulic brakes.

These vehicles are subject to an issue in which the hydraulic brake linkage rod can bend in the course of aggressive braking. This condition could result in increased stopping distance and brake failure, increasing the risk of a crash without prior warning.

Please contact your authorized E-Z-GO dealer or service center to have the hydraulic brake linkage rod replaced in your vehicle. This service requires less than 30 minutes to complete, and will be performed at no cost to you.

Until the approved service and repair has been completed, do not operate or permit anyone else to operate your vehicle. Severe personal injury may result.

If you have leased this vehicle to another party, you must send the lessee a copy of this notice, and any subsequent notices, within 10 working days after the day on which the notice was received.

If you have any questions about this matter, please contact E-Z-GO Customer Care at 888.438.3946, then by pressing 2, then 1 and asking for information about FSB 05-24. The center is open from 8 a.m. to 6 p.m. Eastern Time, Monday through Friday. Thank you for your understanding and patience, and for being a loyal customer of our company.

Sincerely,

A handwritten signature in cursive script that reads 'Jeff Miller'.

Jeff Miller
Director, Warranty & Customer Care

Textron E-Z-GO LLC
1451 Marvin Griffin Road
Augusta, GA 30906
877.394.6727



What if you have already paid for this repair?

If you have already completed this repair prior to this notice and it was not covered under warranty, you may be eligible for reimbursement. You may submit a reimbursement request at <https://ezgo.txtsv.com/personal/owners/customer-care> or by mail addressed to: E-Z-GO Customer Care 1451 Marvin Griffin Road Augusta, GA 30906.

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>.

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