

IMPORTANT SAFETY RECALL

July 2024

This notice applies to your vehicle: <VIN>

Regarding: COMPLIANCE RECALL RC-24-90-01 Turn Signal Intermittent Nonfunctioning

Model Year Affected: 2020-2022 Karma Revero GT, GS-6, GTS, GS-6s, GS-6L

National Highway Traffic Safety Administration Recall Number: 24V-379

Dear Karma Owner,

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

Karma has decided that certain 2020 model year through 2022 model year Karma Revero GT, GS-6, GTS, GS-6s, GS-6L vehicles fail to conform to Federal Motor Vehicle Safety Standard 108 Lamps, Reflective Devices, and associated equipment. As a result, Karma is conducting a voluntary safety recall. Our records indicate your vehicle is included in this recall action.

Why is your vehicle being recalled

Vehicles manufactured during model years 2020-2022 may fail to activate the front turn signal upon driver request during normal driving conditions. This condition may cause a vehicle crash or risk of injury. Note that all other lighting equipment, including rear turn indicators, remain fully functional.

What will Karma do

Karma will update the front turn indicator software at no charge to you. This work will be completed by your authorized Karma Retailer or Karma Service Provider.

What should you do

1. Upon notification by Karma, contact your authorized Karma Retailer or authorized Karma Service Provider immediately to have the repair performed at your earliest possible convenience.
2. The driver will be notified of the issue by a warning light on the cluster and a fast-blinking indicator signal when the turn signal is activated. If the fast-blinking indicator signal is active, please stop the vehicle in a safe location, and re-start the vehicle. Please use caution when executing a turn in this condition, as vehicles in oncoming traffic may not be aware of the indicated turn should the nonconforming behavior occur.
3. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

When will the repair be available

Updated turn signal software is anticipated to be available on 10/28/2024. Owners will receive additional notification by mail when the software is available and advised to contact their

authorized Karma Retailer or Karma Service Provider to schedule an appointment.

How long will the repair take

The work will be carried out as quickly and efficiently as possible to minimize the inconvenience to our customers. The expected repair will require approximately two (2) hours; however, additional time may be required based on the service schedules of each authorized Karma Retailer or Karma Service Provider.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please email clientservices@karmaautomotive.com to notify us so we can update our records.

Additional information

For your convenience, you can visit www.karmaautomotive.com and click on the “Locator” link to locate an authorized Karma Retailer or Karma Service Provider near you and schedule this service.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Karma Retailer or Karma Service Provider for assistance. If you have any queries or concerns that your local retailer cannot address, please contact Karma Client Services by calling toll free at 1-855-288-6109 from 8 AM to 6 PM PST, Monday through Friday or via email at clientservices@karmaautomotive.com.

If you believe we have not done our best to remedy this condition without charge or within a reasonable time, you may file a complaint with:

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE.,
Washington, DC 20590

or you may 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 the inconvenience caused by this issue. Your safety continues to be our highest priority, and we remain committed to ensuring your continued satisfaction with your Karma vehicle.

Sincerely,

Karma Automotive, Inc.