

**From:** [Cushman Communications](#)  
**To:** [REDACTED]  
**Subject:** CUSH HTML Proof - IMPORTANT SAFETY NOTICE - US  
**Date:** Monday, October 7, 2024 2:11:34 PM

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## **SAFETY RECALL NOTICE**

Dear Cushman Authorized Dealer,

You are hereby instructed to stop sale, effective immediately, on all model-year 2023 and 2024 Cushman Hauler, Hauler LSV, Tour LSV, Shuttle and Refresher units equipped with hydraulic braking systems, manufactured from July 24, 2023 to Sept. 9, 2024. These vehicles cannot be sold or operated until the service detailed in field service bulletin 05-24 is completed. Instructions for this FSB will be communicated shortly.

These vehicles are subject to an issue in which the hydraulic brake linkage rod can bend in the course of vehicle operation. This condition could result in brake failure, leading to potential injury.

We also are notifying registered buyers of affected units about this issue, with instructions to take their unit to an authorized Cushman dealer to have the necessary repairs performed. You may be contacted by customers requesting you to perform this service.

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

If you have leased any of these vehicles 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 Cushman 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 partner of our company.

Sincerely,



Jeff Miller

Senior Director, Warranty & Customer Care

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Augusta, GA 30906

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