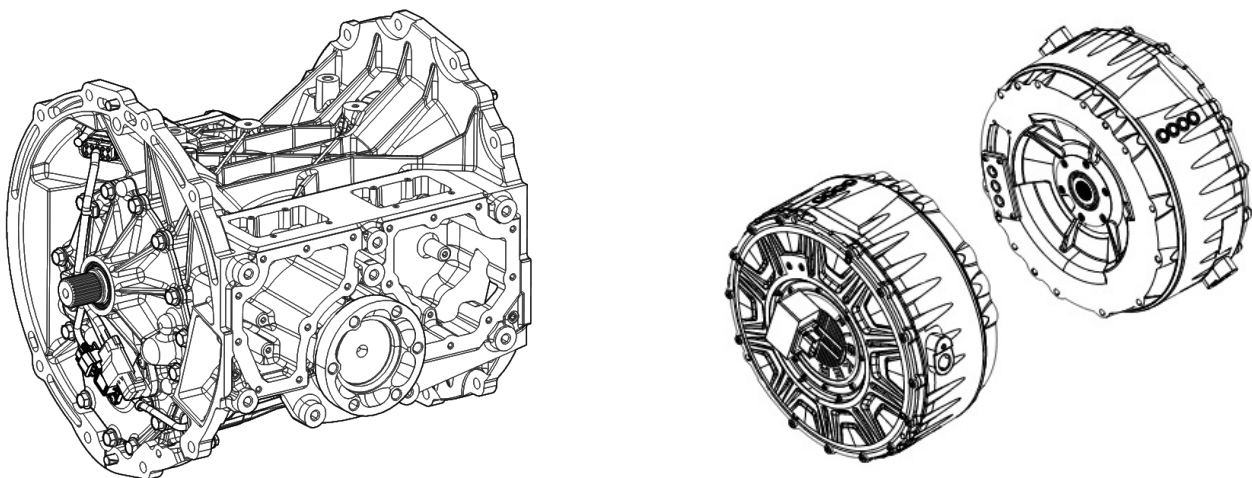


MODEL: Karma Revero**DATE: December 2017****TITLE: Core Parts Service Exchange****First Release****PRIORITY:** Vehicles in operation**APPLICABILITY:** All**MARKET REGIONS:** All

PURPOSE: This bulletin is to advise Karma Automotive Retailers and Service Providers that Karma Automotive LLC (“KA”) has put in process a limited core exchange program for specific powertrain components. This currently includes the differential, the traction motors, and the high-voltage battery.

Service Centers may now order a certified reworked part directly from KA in exchange for the core component.

The exchange program will be available to service centers for manufacturer approved HV Batteries, Traction Motors, and Differentials. The core charge will be reimbursed once the core is returned to the appropriate location in acceptable condition. All service exchange parts will carry a one (1) year or 12,000 mile (1/12) warranty from date of installation. An acceptable core is considered usable for service exchange if the KA Service criteria is met, anything evaluated and considered unacceptable will not receive credit.



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All received parts will be inspected upon return and notified if these pass and are in condition suitable for repair and rework. Each component will have a \$1500.00 USD core charge associated with them.

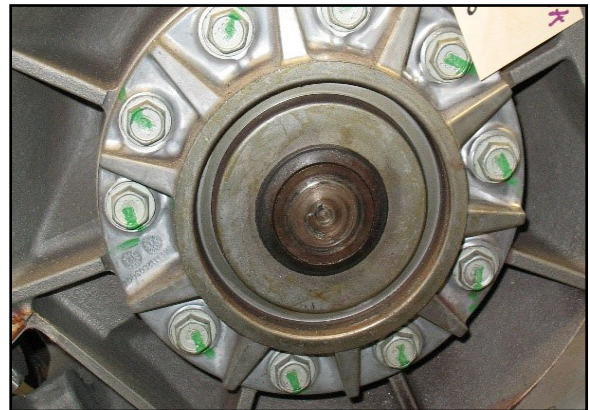
For HV batteries involved in service exchange, the battery must be whole and unopened at time of exchange, and exterior damage may affect the core charge.

The traction motors and the differential will be inspected to ensure these parts are received unopened, whole, without missing covers, including all fittings and exhibiting no external physical damage to the case.

Some examples of damage affecting the core charge for these units are shown below:

Missing Cover plate on the RDM (fig 1)

Broken Shaft off of the RDM (fig 2) and broken case (fig 3).

**Fig 1****Fig 2****Fig 3**

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PARTS ANNOUNCEMENT

PB-17-01-02

MODEL: Karma Revero

DATE: December 2017

First Release

TITLE: Core Parts Service Exchange

The process operates as the following:

1. The Karma Service Center orders the Service Exchange Part as any part through the part catalog. This is identical to the current process of ordering other KA parts.
2. The core is tracked manually at Karma Automotive.
3. The Service Exchange part will arrive secured in a shipping crate. The used core must be sent back in this crate to receive full credit.
4. After part is installed the used core needs to be secured in the shipping crate the same way that the Service Exchange part arrived to the Dealer.
5. The core needs to be shipped to the designated location for inspection. If the repair is Customer Pay it is the Dealer's obligation and financial responsibility to ship the core to the assigned location. If it is a Warranty, CPO or PPP repair then KA will arrange for the pickup of the core and the shipping charges. Contact KA Parts for the proper location and send all shipping documents to KA at: parts@karmaautomotive.com.
6. The used core is received at the inspection location and assessed as a complete return part. Core charge will not be reimbursed if clear and visible exterior damage or alteration to any of these parts is present, for example: broken or cracked mounting tabs, broken or cracked housings or missing component parts such as RDM High Voltage Covers
7. With received core approval, credit for approved core returns or charges will appear on the Monthly Parts Statement.

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