

# IMPORTANT SAFETY RECALL

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**NHTSA Campaign Number: 18V-488**

**Subject: Compliance Recall Campaign RC-18-78-01 – Driver's Side**

**Exterior Rearview Mirror Certain 2018 Model Year Karma Revero**

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 2018 model year Karma Revero vehicles may fail to conform to Federal Motor Vehicle Safety Standard No. 111 – Rear Visibility. Our records show that you are the owner of a vehicle affected by this action.

## Description of the problem

This recall involves the driver's side exterior rearview mirror which may not have been produced to specification. In the event your vehicle was not produced to specification, vehicles viewed in the driver side exterior rearview mirror are closer than they appear. This could increase the risk of a crash during a lane change.

## Precautions for your safety

1. Contact your authorized Karma Retailer or authorized Karma Service Provider immediately to have the inspection performed and if necessary have the repair performed as soon as possible.
2. When making a lane change using the driver's side exterior rearview mirror, please be extra cautious, as vehicles viewed in the mirror may be closer than they appear.
3. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

## Description of the repair

The driver's side exterior rearview mirror will be inspected and replaced if needed. The actual repair will require approximately one (1) hour; however,

additional time may be required depending on the Karma Retailer's or Karma Service Provider's schedule. This work will be performed free of charge by your authorized Karma Retailer or Karma Service Provider.

### **Other information**

Please contact your authorized Karma Retailer or Service Provider without delay to schedule this recall repair. For your convenience, you can visit [www.karmaautomotive.com](http://www.karmaautomotive.com) and click on the "Locator" link to locate a Retailer or Service Provider near you and schedule this service.

### **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](mailto:clientservices@karmaautomotive.com) to notify us so we can update our records.

### **Can we assist you further?**

If your authorized Karma Retailer/Service Provider fails to assist you in any way, please contact Karma Client Services by calling Toll Free at 1-855-288-6109 from 8 AM to 6 PM Pacific Time, Monday through Friday or via email at [clientservices@karmaautomotive.com](mailto:clientservices@karmaautomotive.com)

### **Checking your vehicle for open recalls and service campaigns**

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the Recall/Service Campaign Lookup tool at [www.karmaautomotive.com/campaigns](http://www.karmaautomotive.com/campaigns) and enter your Vehicle Identification Number (VIN).

If you are still unable to have the repair performed without charge, or within a reasonable amount of time, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, 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>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Karma Client Services