

IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle, VIN: _____ -

NHTSA Recall # 20V425

Dear TROPOS vehicle owner:

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

TROPOS TECHNOLOGIES, Inc.. has decided that certain **2019 - 2020 Model Year TROPOS Able LSVs**, fail to comply to Federal Motor Vehicle Safety Standards (FMVSS) No. 111 "Rear Visibility" and also FMVSS No. 500 "Low Speed Vehicles".

! IMPORTANT !

- **your TROPOS Able LSV is being recalled**
 - **you should take it to your TROPOS dealer for inspection**
- To whom it may concern,**

Why is a recall being conducted?

Your 2019 or 2020 **TROPOS Able LSV** may have noncompliance with Federal Motor Vehicle Safety Standard No. 111 and No. 500.

The noncompliance involves Rear-view Camera.

2019 or 2020 **TROPOS Able LSV** may have noncompliance with Federal Motor Vehicle Safety Standard No. 500 and No. 111, because a rearview camera with inadequate "view angle" has been installed.

The lack of proper image on the back-up camera display increases the risk of a crash or back-over incident.

What are we doing about the problem?

Your **TROPOS** vehicle dealer will inspect the vehicle free of charge. If rearview camera replacement is determined to be required, it will be replaced free of charge in about one hour, and your vehicle can be driven immediately after the replacement is completed.

What should you do?

Contact your local **TROPOS** vehicle dealer, or if you do not know where a **TROPOS** dealer is located in your area, please contact **TROPOS TECHNOLOGIES, Inc.** directly either by e-mail to info@tropostech.com or by phone (408) 571-6104.

What if you no longer own this vehicle?

Please contact **TROPOS TECHNOLOGIES, Inc.** directly either by e-mail to info@tropostech.com or by phone (408) 571-6104.

Who should you contact if you have further questions or concerns?

Please contact **TROPOS TECHNOLOGIES, Inc.** directly either by e-mail to info@tropostech.com or by phone (408) 571-6104.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with Federal regulations.

If you have already paid to have your **TROPOS Able LSV** repaired for this condition, you may be eligible for reimbursement of the charges you paid for the replacement camera.

To learn more about what you need to do to obtain reimbursement, Please contact contact TROPOS TECHNOLOGIES, Inc. directly either by e-mail to info@tropostech.com or by phone (408) 571-6104.

If after having attempted to take advantage of this recall you believe you have not been able to have your **TROPOS Able LSV** remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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 safety recall may cause, but your safety is our first concern.

Sincerely,

TROPOS

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phone: (408) 571-6104.

Manufacturer's assigned campaign number: TRO-20-01