



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 21, 2021

Mr. John Bautista
CEO
Tropos Technologies, Inc.
16890 Church Street
Building 1
Morgan Hill, CA 95037

NEF-107SS
21V-261

Subject: Motor Controller May Not Govern Speed/FMVSS 500

Dear Mr. Bautista :

This letter serves to acknowledge Tropos Technologies, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TROPOS/ABLE ST/2019

Mfr's Report Date: April 13, 2021

NHTSA Campaign Number: 21V-261

Components:

ELECTRICAL SYSTEM:SOFTWARE

Potential Number of Units Affected: 72

Problem Description:

Tropos Technologies, Inc. (Tropos) is recalling certain 2019 Tropos ABLE ST vehicles. The motor controller firmware may not prevent the vehicle from exceeding 25 mph. As such, these vehicles fail to comply with the requirements of the Federal Motor Vehicle Safety Standard number 500, "Low Speed Vehicles."

Consequence:

Driving over 25 mph in a low speed vehicle increases the risk of injury during a crash.

Remedy:

Tropos will notify owners, and dealers will update the motor controller firmware, free of charge. The recall is expected to begin May 5, 2021. Owners may contact Tropos customer service at 1-408-571-6104. Tropos number for this recall is TRO-21-02.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Tropos Technologies, Inc.'s contact for this recall will be Sarah Shiver who may be reached by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement