

IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle, VIN: _____ -

NHTSA Recall # 21V261

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 Model Year TROPOS Able LSVs**, fail to comply to Federal Motor Vehicle Safety Standards 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 **TROPOS Able LSV** may have noncompliance with Federal Motor Vehicle Safety Standard No. 500.

The noncompliance involves vehicle overspeed.

2019 **TROPOS Able LSV** may have noncompliance with Federal Motor Vehicle Safety Standard No. 500 because the vehicle may exceed 40 kilometers per hour (25 miles per hour).

The lack of proper vehicle speed in a low speed vehicle increases the risk of injury during a crash.

What are we doing about the problem?

Your **TROPOS** vehicle dealer will inspect the vehicle free of charge. If your vehicle is found to overspeed, the motor controller firmware of the vehicle will be updated free of charge in about one-hour. Your vehicle can be driven immediately after the firmware is updated.

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 recall@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 recall@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 recall@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 updating the firmware.

To learn more about what you need to do to obtain reimbursement, please contact TROPOS TECHNOLOGIES, Inc. directly either by e-mail to recall@tropotech.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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Morgan Hill, CA 95037

e-mail: recall@tropotech.com

phone: (408) 571 6104.

Manufacturer's assigned campaign number: [TRO-21-02](#)