



Arcimoto, Inc.

## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: 7F7ATR31XXXXXXXXXX

July 27, 2021

Safety Recall: Inverter Timeout Out May Cause Battery Shutdown - Phase 2

NHTSA Recall: 21V311

### **RECALL UPDATE DO NOT IGNORE**

#### **FINAL OFFICIAL NOTICE**

Dear <First name, Last name>:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Arcimoto, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2019-2021 FUV, 2021 Rapid Responder, 2020 Deliverator, and 2020-2021 Roadster vehicles.

#### **Why is your vehicle being recalled?**

Unintended software error may cause your inverters to timeout, potentially causing unexpected battery shutdowns, which can lead to an immediate loss of traction power without warning, making the vehicle more difficult to control and increasing the likelihood of a crash.

This notice supersedes all previous notices you have received. The previous notice instructed you to have your vehicle serviced. However, a bug was discovered. The new permanent software upgrade to correct the inverters from timing out is available now, your previous software in your vehicle will be sufficient to eliminate the majority of inverter timeouts on a temporary basis. The new software update will not just mitigate the timeouts, with one wheel limp home mode, it will eliminate the timeouts permanently.

#### **How does this affect you?**

Our records indicate that you recently received your new vehicle or that it was recently serviced for this remedy, but due to a bug that was found in the software/firmware installed in your vehicle, we asked every vehicle owner involved in this recall that had their software updated recently to immediately return their vehicle to have the software reverted back to the original until the permanent remedy is available, free of charge. The permanent remedy is now available. Please contact Arcimoto

### **! IMPORTANT !**

- Your vehicle is being recalled; the remedy is now available
- You should contact Arcimoto to schedule the repair at **no charge**.

Arcimoto, Inc.

2034 W. 2nd Avenue, Eugene, OR 97402 Tel: (541) 683-6293

Our records indicate that you own more than one vehicle that is subject to this recall. The following VIN's are part of this recall:

7F7ATR31XXXXXXXX	7F7ATR31XXXXXXXX	7F7ATR31XXXXXXXX
7F7ATR31XXXXXXXX	7F7ATR31XXXXXXXX	7F7ATR31XXXXXXXX
7F7ATR31XXXXXXXX	7F7ATR31XXXXXXXX	7F7ATR31XXXXXXXX
7F7ATR31XXXXXXXX	7F7ATR31XXXXXXXX	7F7ATR31XXXXXXXX

**What will we do?**

Owners are being notified by mail with this **final official notice** and are being instructed to contact Arcimoto to schedule a service appointment to have their inverter software/ firmware updated and reprogrammed. Please do not ignore this final notice. There will be no charge to vehicle owners for this service. The repair should take approximately one and half hours to complete.

**What should you do?**

Please contact Arcimoto to schedule a service appointment.

**Do you have questions?**

If you have any questions or concerns, do not hesitate to contact Arcimoto. Arcimoto's main telephone number is 541-683-6293 or call Arcimoto Service and Product Support 541-780-0032.

If after contacting Arcimoto, you are still not satisfied that we have done our best to remedy this condition without charge, and within a reasonable 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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V311.

Note: If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days

We apologize for any inconvenience this recall may cause you.

Thank you for being an Arcimoto customer.

Sincerely,

**Arcimoto, Inc.**

Tel: (541) 683-6293

2034 W. 2nd Avenue, Eugene, OR 9740