



Arcimoto, Inc.

IMPORTANT SAFETY RECALL

July 27, 2021

Safety Recall: Inverter Timeout Out May Cause Battery Shutdown - Phase 2
NHTSA Recall: 21V311

RECALL UPDATE DO NOT IGNORE

REMEDY NOT AVAILABLE

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.

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

! IMPORTANT !

- Your vehicle is being recalled; we don't have the remedy yet; we'll get back to you as soon as we do.
- This is an **Interim** letter to be followed by an official recall notice.

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:

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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.

However, while Arcimoto works on the remedy for this defect, we are asking every vehicle owner involved in this recall to wait for a **second notice** to alert them of when it is time to schedule an appointment to have the inverter software/firmware reprogrammed.

What will we do?

Owners will be notified by mail with the **second notice** and 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.

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.

We apologize for any inconvenience this recall may cause you.

Thank you for being an Arcimoto customer.

Sincerely,

Arcimoto, Inc.

Tel: (541) 683-6293

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