

# IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: \_\_\_\_\_ -

NHTSA Recall # 23V825

*Dear PILOTCAR vehicle owner:*

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

PILOTCAR EV, Inc. has decided that certain **2021 to 2023 Model Year PILOTCAR LSVs**, fail to comply to Federal Motor Vehicle Safety Standards (FMVSS) No. 500 "Low Speed Vehicles".

## **! IMPORTANT !**

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

### *Why is a recall being conducted?*

**2021 through 2023 PILOTCAR LSV** may have noncompliance with Federal Motor Vehicle Safety Standard No. 500, because the required Red Rear Side Reflex Markers have not been installed properly.

Vehicles that do not contain the required reflective devices in the appropriate locations may be more difficult for other drivers to see at night, increasing the risk of a crash.

### *What are we doing about the problem?*

Your **PILOTCAR** vehicle dealer will inspect the vehicle free of charge. If Red Rear Side Reflex Marker replacement or installation is determined to be required, it will be replaced free of charge in about ten minutes, and your vehicle can be driven immediately after the replacement or installation is completed.

### *What should you do?*

Contact your local **PILOTCAR** vehicle dealer, or if you do not know where a **PILOTCAR** dealer is located in your area, please contact **PILOTCAR EV, Inc.** directly either by e-mail to [info@pilotcarev.com](mailto:info@pilotcarev.com) or by phone (239) 243 8023.

***What if you no longer own this vehicle?***

Please contact **PILOT CAR EV, Inc.** directly either by e-mail to [info@pilotcarev.com](mailto:info@pilotcarev.com) or by phone (239) 243 8023

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

Please contact **PILOT CAR EV, Inc.** directly either by e-mail to [info@pilotcarev.com](mailto:info@pilotcarev.com) or by phone (239) 243 8023

**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 **PILOT CAR LSV** repaired for this condition, you may be eligible for reimbursement of the charges you paid for the replacement Red Rear Side Reflex Marker. To learn more about what you need to do to obtain reimbursement, Please contact **PILOT CAR EV, Inc.** directly, either by e-mail to [info@pilotcarev.com](mailto:info@pilotcarev.com) or by phone (239) 243 8023.

If after having attempted to take advantage of this recall you believe you have not been able to have your **PILOT CAR 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,

**PILOT CAR EV, Inc.**

16121 Lee Road, Suite 107 Ft. Myers, FL 33912 USA

**e-mail:** [info@pilotcarev.com](mailto:info@pilotcarev.com)

**phone:** (239) 243 8023.

Manufacturer's assigned campaign number: PC-2023-01

