



Club Car 411 Utility Walk-through – End User Preparation and Vehicle Inspection

One day prior to the meeting with the end customer we recommend completing the product presentation checklist. This should take no longer than 15 minutes.

- Ensure the battery is fully charged for six (6) hours, typically overnight. We recommend that after charging you check the battery status. To do so perform the following:
 1. Remove the charging cable from the charge receptacle
 2. Turn on the 411 and remain in neutral
 3. The charge status is shown on the digital monitor. A full charge has all LED bars reading full from left to right.

TIP: When the charge cable is plugged in and the vehicle is charging the LED bars light up and move left to right.

NOTE: When the vehicle is left outside in colder weather the battery will deplete at a faster rate, so please verify battery charge before use.

TIP: When charging the vehicle ensure the charging cable is plugged into a 110V/120V Ground Fault Interrupt (GFI) enabled outlet, 20amp dedicated outlet. If using an extension cord ensure the cord is rated for 20amp (110V).
- Check tire pressure - 35psi is the recommended pressure for both front and rear tires.
- Inspect ABS exterior panels for cracks, scratches, scuffs and stains.
- Turn vehicle on with gear selector in Neutral. Observe the following:
 1. The 7" entertainment display will activate with the Club Car Splash.
This display also supports basic radio functions. You can also connect a phone by either Bluetooth or the powered USB port.
 2. Ensure the smaller Heads Up Display (HUD) displays the words READY on the right side.
- Check that the hand brake is working properly. When the hand brake is engaged, the HUD display will have a red indicator located in the top right corner next to the battery symbol.
- Inspect bed for proper functionality.
- Test drive in "Reverse" and check camera is clear of debris.
- Test drive in "Drive," feeling for proper acceleration.
Test Drive in "Economy," feeling for reduced power and a top speed of 16mph. Use this mode when battery power is low to return to charging location.

Club Car 411 Walk-through – Exterior

The Club Car 411 was designed in Germany and globally sourced. Final assembly, test, and inspection are completed in Austin, TX. All Club Car products are considered “Manufactured” in the United States and show a US VIN.

It is designed as a true half-ton pickup from the ground up with a rated capacity of 1100 lbs. It is fully DOT certified and designed for campus and facility management. Key components are assembled and checked by an ASE certified technician and VIN is located on the dash, door and frame. The vehicle comes with a 2-year mechanical warranty and a 2-year battery warranty.

- The white ABS plastic keeps the vehicle light while maintaining durability. Injection molding the plastics ensure that colors won't fade while the ABS plastic composition reduces the chance of scratches and visible damage.
- 14" DOT Certified Wheels feature a standard 4-lug bolt pattern ensuring tires are easy to replace.
- 4-wheel hydraulic disc brakes are tested and qualified to create enhanced stopping power. While hydraulic brakes require more pressure to engage they offer safe and secure braking power so you can expect to stop at full speed within 25 feet or less.
- Rear camera is discretely located above the license plate and protected from the elements.
- The powder coated steel frame is designed to reduce rust and corrosion while maintaining truck design.
- Leaf Spring suspension on the wheel provides plenty of float and ensures a smooth ride.
- Rear axle has a 6000rpm 13.5hp AC drive electric motor configured to achieve LSV federal requirement of 25mph.
- Motor Controller is located next to the motor.
- Right Side Panel houses the charger and converter.
TIP: When charging the vehicle ensure the charging cable is plugged into a 110V/120V Ground Fault Interrupt (GFI) enabled outlet, 20amp dedicated outlet. If using an extension cord ensure the cord is rated for 20amp (110V)
- Left side panel houses 12-volt converter to run electronics on the vehicle.
- Centered under the bed, in a battery box within the frame, are 6 sealed zero-maintenance VGLA batteries.
 - Battery replacement must be done by a trained and certified Club Car Dealer.
 - 6 12-volt (150 AH) batteries making a 72-volt system. The on board battery capacity is 10.8 KWHs producing a range of up to 50 miles.
- The bed is mounted with 6 bolts accessible from the bottom or side panels allowing for easy swapping beds or custom building a bed to your needs.
- LED Lights surround the vehicle.

Club Car 411 Walk-through – Interior

Open the doors to the interior and ask one or two people sit inside while describing the vehicle. Be sure the windows are fully open, so everyone can hear properly. For test rides, make sure to accompany the driver.

- Notice the ample space you have above your head with storage areas for tools, equipment and clipboards.
- Simple mesh style glove box for quick and easy access.
- Note the adjustable seats for both forwards and backwards as well as rear seat center.
- Two displays:
 - Small display shows essential vehicle items including battery life, mileage, turn signals, parking brake and hazard lights.
 - Large 7" display shows rear-view camera, radio, Bluetooth and USB charging port.
- In between the cup holders is the shifter with Neutral, Economy, Drive and Reverse.
 - The vehicle must always be started while in Neutral(N). This a safety feature to prevent people from jumping in and going into motion unexpectedly.
 - Reverse(R) activates the backup camera;
 - Eco Mode limits speeds to 16pmh and reduces power use to allow drivers to return to a charge depot.
- Gas and brake pedals are standard.
- Mechanical e-brake/parking brake is located centrally. When the hand brake is engaged, the HUD display will have a red indicator located in the top right corner next to the battery symbol.
- Steering wheel is set to a fixed position.
- Horn is located on the light selector/turn signal – Left Side of Steering Wheel.
 - Turn signals are not spring loaded and must be manually turned on and off.
 - Three light settings include daytime running, brighter daytime running and nighttime lights.
- Right side of steering wheel controls the windshield wipers.
- Simple window design for sliding back and forth with three points.
- The 3-speed forced air fan control allows for fresh air flow either with or without the heater engaged. Routes incoming air into the cabin through 2 x dash board and 2x defroster vents.
 - Aftermarket AC available but not recommended because of battery drain.
- Auxiliary heat adds up to 20 degrees ambient heat.
- Doors removable via 4 standard bolts.

Product Test Drive

The product test drive should last roughly 15 minutes and should involve driving on similar terrain for the customer usage. The drive should consist of a customer behind the wheel and a Club Car employee or Club Car representative in the passenger seat. Club Car does not recommend driving in extreme conditions such as rocky roads, over deep potholes and any other type of terrain that can cause damage to the vehicle. Remember, the clearance is 8 inches in the front.

Test Drive Conversation: Ride in the vehicle while someone is driving. Focus on the terrain and point out bumps to feel the suspensions. Try reverse to see the rearview camera. Practice quick stopping and reiterate the hydraulic disc brakes on all four wheels. Mention the noise, or lack thereof, and discuss how the 411 can be used in various applications ranging from moving goods, tools, products as well as branding, crowd control and whatever they imagine. Mention the ease of use, design and maintenance with few proprietary parts to help keep the cost down and the maintenance simple. Be sure to let them realize how great the ride is and enjoy the moment. Repeat as many rides as necessary.