

Bosch Automotive Service Solutions, LLC
Customer Satisfaction Campaign Expanded
February 2015

Bosch is expanding the previously communicated customer satisfaction initiative as follows:

As previously communicated, all customers who purchased the Power Xpress and are charging at 30A or greater, or who have installed the Power Xpress in a public location, are eligible to receive a cable/coupler upgrade at no cost (cable / coupler and installation services). Most all of these customers should have received a mailer and a phone call to schedule an upgrade via a Bosch-certified electrician. These upgrades are expected to be completed by the end of March 2015.

In addition to the previously communicated satisfaction initiative, all customers that purchased the Power Xpress and are charging at <30A are also eligible to receive a cable/coupler upgrade and installation services by a Bosch-certified electrician. These customers will begin receiving mailings in March 2015 and have until February 28, 2016 to contact Bosch to secure the upgrade cable/coupler and complementary installation services. A sticker will be provided with the mailing that should be applied to an installed Power Xpress unit that is not being immediately upgraded under this initiative.

For franchised OEM dealers that have procured the Power Xpress for their facilities, a cable/coupler upgrade will be made available at no cost (cable / coupler and installation). Franchised OEM dealerships will receive a mailing in March 2015 and with ordering details, and must contact Bosch before February 28, 2016 to secure the upgrade.