

Dear Customer,

Thank you for selecting the Power Xpress 240V Charging Station for Level 2 charging of your electric vehicle. We appreciate your business.

Our records indicate that you are using your Power Xpress to charge an electric vehicle(s) with a charging system that operates at 16A. The Power Xpress is capable of charging vehicles up to 32A. Therefore, in the event you change vehicles you can choose to charge an electric vehicle at amperage higher than 16A.

Recent incidents have occurred in which customers have expressed concerns related to the performance of the Power Xpress while charging at 30A or higher. Some consumers have reported incidences of sticking or melting within the connection between the charging station coupler and vehicle inlet.

The division of SPX Corporation that originally designed and sold the Power Xpress became part of the Bosch group of companies and now operates as Bosch Automotive Services Solutions Inc. ("Bosch"). Therefore, Bosch will be addressing your charging needs going forward, including the upcoming interaction with you regarding your charging station.

While the Power Xpress is designed to charge vehicles at up to 32A, a new cable/coupler assembly has been designed to address the customer concerns if charging at this higher rate. In an effort to secure your complete satisfaction, Bosch is offering an upgrade to your Power Xpress with a new cable/coupler assembly.

Our offer is available through February 2018 and includes the following: (1) Bosch will provide the new cable/coupler at no charge and (2) Bosch will pay to have a Bosch certified electrical contractor install the new cable/coupler for you completely at our cost. We will coordinate with you to have a Bosch certified electrical contractor visit your installation at a time of your choosing to complete the exchange of the cable/coupler. Because the Power Xpress was designed for field replacement of the cable/coupler assembly, this repair will take less than one hour and will not disturb your installation or its environment in any way. A licensed electrician will detach the existing cable/coupler from the unit and simply install the new one. Please note that other required electrical upgrades unrelated to the installation of the new cable/coupler on the Power Xpress are not part of this offer.

If you choose not to receive the upgrade, we ask that you affix the included Bosch Power Xpress sticker to the top front panel of your charging station (see image). This will ensure that you or a subsequent owner/user has the necessary information needed to complete the upgrade in the future. **Please immediately install this sticker on your Power Xpress Charging Station as indicated on the included graphic.**

Should you no longer own your Power Xpress, we ask that you forward this message along to the new owner if possible, or provide the new owner's contact information to us if available.

Please contact Bosch before February 28, 2018 to take advantage of this upgrade offer. A Bosch customer service representative is available at 1-888-823-9877 from 9 a.m. to 6 p.m. EST Monday through Friday to coordinate the delivery of your cable/coupler and to discuss installation services. Call Bosch at this number if you have any questions.

Bosch Automotive Service Solutions Inc.