

DEALER NOTIFICATION – SAFETY RECALL

Subject: Demonstration / Delivery Hold / Stop Sale
Field Action No.: 11-102

Affected Vehicles:

2011 THINK City model vehicles – Twenty three (23) vehicles:

53TBH2MC6BE900034	53TBH2MC7BE900009
53TBH2MC8BE900035	53TBH2MC9BE900013
53TBH2MC5BE900039	53TBH2MC9BE900015
53TBH2MC6BE900048	53TBH2MC8BE900018
53TBH2MC6BE900051	53TBH2MCXBE900019
53TBH2MC8BE900052	53TBH2MC6BE900020
53TBH2MC4BE900064	53TBH2MC8BE900021
53TBH2MC9BE900075	53TBH2MC1BE900023
53TBH2MC0BE900076	53TBH2MC5BE900025
53TBH2MC2BE900077	53TBH2MC9BE900027
53TBH2MCXBE900005	53TBH2MC0BE900076
53TBH2MC5BE900008	

Service Action:

Dealer must conduct an enhanced performance test of the fluid heater system and, if appropriate, replace the fluid heater assembly – Please refer to the attached Service Bulletin.

Reason for this Service Action:

Some of the affected vehicles may have a safety related defect. The defroster system may not properly function due to poorly performing fluid heater system. As a result, the defroster system may not perform adequately in certain driving conditions that could decrease the driver's ability to view the road ahead, and potentially increase the risk of a vehicle crash.

Federal law requires the dealer to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty. Correct all vehicles in your new vehicle inventory before delivery.

THINK North America may be requesting your assistance in contacting each customer via telephone to alert them to this service action, and the reason for it, as well as to schedule a service appointment.

Attachments:

- Service Bulletin: Service Action No.: 11-102
- Owner Notification Letter

To THINK EV – Service Providers

Field Action 11-102 --- Customer and Dealer Notification

SAFETY RECALL – Poor Performance of Fluid Heater Systems

Introduction: THINK North America has determined that some 2011 THINK City model vehicles may have performance problems in their defroster systems. In these vehicles, the fluid heater may malfunction. The reason for this field action is to test for proper operation and performance of the fluid heater and replace the fluid heater if necessary.

Overview: This recall procedure includes an enhanced performance test to evaluate the fluid heater system at the temperature and for the amount of time as described below. If the fluid heater system does not properly perform you must remove the fluid heater assembly, install a replacement and then again conduct the enhanced performance test to confirm the proper fluid heater performance.

Tools Needed for Test: Thermometer or Thermocouple digital thermometer.

PART 1 – Enhanced Performance Test Procedure:

1. Set the climate control panel according to picture



Vent mode

Fan speed 2

Max warm air



Fully open

2. Set the air outlets according to picture
3. Place thermo couple or thermometer As pictured.

Fully closed

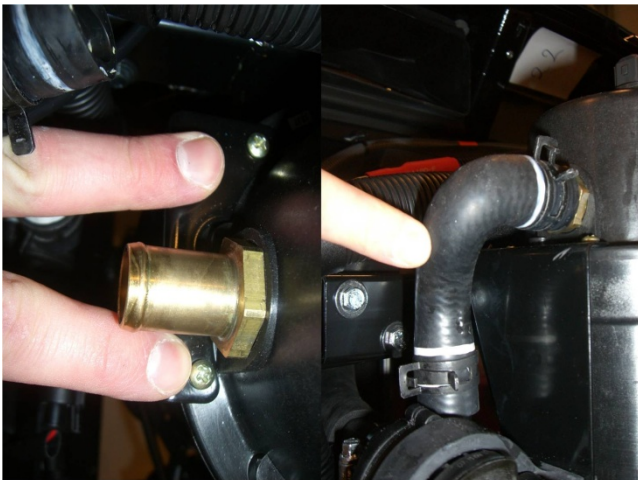
4. Turn ignition on and start the water heater and pump.
5. Listen for gurgling noise. If gurgling noise is found the bleed the cooling system to remove all air.
6. Wait until the air temperature in the outlet is higher than 52 °C or 125 fahrenheit
7. When the temperature has passed 52 °C or 125 fahrenheit the heater is OK and the test is complete.
8. If the temperature hasn't reached 52 °C or 125 fahrenheit in 5 minutes the heater is not functioning, replace with a new part.

PART 2 – Repair Procedure:

1. Drain coolant from radiator.
2. Disconnect supply power connection from PCU Unit.
3. Disconnect control connector from fluid heater
4. Disconnect heater hose connections from left and right side of fluid heater assembly



5. Remove two attaching screws from fluid heater mounting bracket and remove heater assembly from vehicle



6. Install new fluid heater assembly and attach mounting screws first.
7. Reconnect left and right heater hose connections.
8. Reconnect heater control and high voltage connections
9. Refill coolant and run circulating pump until all air is purged from the system.

10. Install radiator cap

11. CONFIRM HEATER PERFORMANCE – Enhanced Performance Test (See PART 1 above).

Time

Handling and labor time per vehicle: 20 min. to conduct the Enhanced Performance Test Procedure.

Handling and labor time per vehicle: 60 min. to replace the fluid heater.

Handling and labor time per vehicle: 20 min. to re-do the Enhanced Performance Test on the newly installed fluid heater.

Administration

You must fill out a regular claim report (AS&S process manual Z8 Warranty Report and application form) referring to this Field Action, and you must send this to THINK with the invoice for the elapsed working hours and the completed feedback form (see below).

Time plan

The field action is valid from January 21, 2011, and until all vehicles listed have been inspected and repaired as outlined in this Technical Service Bulletin.

Feedback Form for Field Action:

Field Action No: 11-102 -- Work Performed

Indicate Work That Was Performed:	Select only ONE
Fluid heater passed the Enhanced Performance Test – REPAIR NOT NEEDED.	_____
Fluid heater did NOT pass the Enhanced Performance Test – REPAIR NEEDED – fluid heater replaced, retested and passed test.	_____

Reg. no:	VIN:	Service Provider:
Odometer:	Date:	Technician:

You must send a copy of this form with the invoice and claim reporting.

Please contact us if you have any questions.

E-post: serviceNA@thinkev.com

Regards:

