

Schuler, Kelly (NHTSA)

From: Jim Mancuso <jmancuso@azuredynamics.com>
Sent: Friday, April 13, 2012 9:01 AM
To: Schuler, Kelly (NHTSA)
Subject: RE: follow up on safety recall 12V-095
Attachments: LT Radiator Fan Harness Retrofit

Hello Kelly, thanks for the call back this morning.

As we discussed, Azure had to unfortunately file for bankruptcy protection on Mar 26 and as a result, had to let go of some employees and is in the process of shutting down a couple of our offices. Here is a link to a press release on this: http://tmx.quotemedia.com/article.php?newsid=49729362&qm_symbol=AZD. We are now restructuring and doing our best to support the product in the field, including recalls. It will take at least another month before we know if we'll be able to continue with production of our current vehicle product lines.

Please update your Recall Management System to use me as the contact at Azure from this point forward since Jonathan Jacoby is no longer with Azure. I'll email Leo Yon as well to get myself entered into the EWR account as Azure's contact.

Regarding recall 12V-095, I'm still trying to find all of the documents and communications that were sent out to NHTSA for this recall, however until I find any more details, here is a some information:

1. Azure has sent out the parts to address this recall to the 480 vehicles affected in the USA and Canada (~ 200 of these are in Canada). It appears that these parts were sent out in Feb, 2012.
2. I don't have an update yet on how many vehicles have received the update, however definitely some have. We're currently looking at the data in our systems (warranty claims from dealers) to determine how many have already been updated.
3. Owner Notification emails were sent out in Feb before this was officially designated a "Recall". We were in the process of getting ourselves organized on the additional information that NHTSA requested on Mar 26 when we had to file and therefore a formal letter referring to this as a recall had not yet been created or sent out. Attached is an email that was sent to one of the owners (DHL – owner of 50 of the affected vehicles) and their representing dealer (Gerber RV in NJ). This email contains a document as well that covers how to update the vehicle. I have had discussions with DHL and Gerber RV on this and they are planning to do this re-work in the coming weeks.

Please let me know if there is anything else that you immediately need.

Best Regards,

Jim Mancuso
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From: Kelly.Schuler@dot.gov [mailto:Kelly.Schuler@dot.gov]

Sent: Monday, April 09, 2012 10:04 AM

To: Jonathan Jacoby

Subject: follow up on safety recall 12V-095

Dear Mr. Jacoby,

Please let us know what the status of this campaign is. We have not yet seen a draft owner letter and we have not been provided an estimated date that Azure intends to launch the recall.

Thank you.

Kelly Schuler
Safety Recall Analyst
Recall Management Division
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