



1051 West 7th Street
Monroe, WI 53566
608-328-8127 ~ Fax: 608-328-4278

IMPORTANT SAFETY RECALL

March 18, 2014

Subject: SAFETY RECALL NOTICE & OWNER NOTIFICATION LETTER

Reference: NHTSA Investigation EQ 14-002, Recall 14V-070

This notice applies to your vehicle <VIN>.

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Monroe Truck Equipment has decided that a defect which relates to motor vehicle safety exists in certain trucks equipped with Sure Power brand battery equalizers or DC-DC converters. Sure Power, Inc. has decided that a defect exists in battery equalizers and DC-DC converters that were sold between January 2000 and August 18, 2013 for installation on vehicles with 24V/12V dual voltage electrical systems, including buses, on-road trucks, and other specialty vehicle applications. Our records show that you may have purchased a "Sure Power" brand battery equalizer or DC-DC converter from Monroe Truck Equipment, Inc. during the above time frame.

The specific potting compound used in the subject products for insulation was found to be capable of conducting electricity once exposed to significant thermal energy. Once electrically conductive, the material is capable of melting and burning, increasing the risk of fire. Thermal energy can be sourced by various electrical failures, and Sure Power is still investigating whether there are application-specific contributions to the risk of failure. Electrical failures have been traced to water intrusion or solder joint fatigue resulting from ongoing expansion and contraction due to thermal cycling.

Confirmed incidents to date have demonstrated smoking or flame at the affected part with additional damage limited to adjacent/connected parts such as wire harnesses and cables. The failure mechanism is not detectable and no prior warning is given.

Monroe Truck Equipment, Inc., acting as intermediary for Sure Power, Inc., will replace each affected product at no charge with a new battery equalizer or DC-DC converter that does not contain the potting material that is in the units that are the subject of this report. Instructions for obtaining replacement service are included in this letter.

Any customer who replaced, at their own expense, a battery equalizer or DC-DC converter for reasons related to the type of thermal event addressed by this recall on or after September 9, 2012 will be reimbursed in full for the product cost after presenting proof of purchase.

If you believe that Monroe Truck Equipment, Inc. has failed or is unable to remedy the defect without charge within a reasonable time, please contact Monroe Truck Equipment Quality Assurance at 1-608-329-8454 or email gness@monroetruck.com. You may also wish to contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.



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Instructions for receiving replacement or reimbursement service for Sure Power products affected by NHTSA safety recall 14V-070.

Is my Sure Power product covered by this recall?

The products are battery equalizers and DC-DC converters manufactured by Sure Power, Inc. between January, 2000 and August 18, 2013.

The products are identified by any of the following part numbers: 12025COO, 12025COO-B, 12025EOO, 12025EOO-B, 12030C20HR, 12030C20HR-B, 12040COO, 12040COO-B, 12040EOO, 12040EOO-B, 52204, 52206, 52206FU3, 52208, 52208P, 52208FUB, 52210, 52210-20430K, 52210P, 52210RB, 52210RB-B, 52210FUB-T, 52304, 52304P, 52306, 52306fU3, 52308, 12040COJ.

How do I receive a replacement unit?

If you have a Sure Power product with one of the above part numbers and it is still installed in a vehicle, first disconnect it from the power source and remove it from the vehicle.

Next, contact Monroe Truck Equipment, Inc. and provide the product part number, the product serial number, and the vehicle VIN. If available, provide the original Monroe Truck Equipment Sales Order, Job Order, or Invoice number (not required). A replacement unit will be ordered from Sure Power and shipped to you.

Contact name: Carol Weigel

Phone: 608-32908437

e-mail: cweigel@monroetruck.com

Mailing address:

Monroe Truck Equipment

1051 W. 7th Street

Monroe, WI 53566

How do I receive reimbursement if I have already purchased a replacement unit?

If you had to replace, at your own expense, your Sure Power product due to the self-heating condition described in the recall letter, you will receive full reimbursement for the cost of the replacement part. (Costs for problem diagnosis, installation labor, or other incidentals are not reimbursed.)

Contact Monroe Truck Equipment, Inc. at the same contact listed above and provide the product part number, the product serial number, the vehicle VIN, and the receipt/proof of purchase for the unit you purchased (required).