



IMPORTANT SAFETY RECALL

This notice applies to your vehicle **1HTMMAAR1AH271521**

PRINCETON, CITY OF
1105 NORTH EUCLID AVE
PRINCETON, IL 61356

DATE 5/29/14

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. DUECO Inc. has decided that a defect which relates to motor vehicle safety exists in certain trucks equipped with Sure Power 24 Volt Converter Systems (MFR PN 12025C00). Trucks affected are known to be:

Makes/Models/Model Years:

FORD/F-750/2011
FREIGHTLINER/M2/2010
GMC/C5500/2008-2009
INTERNATIONAL/4300/2009-2011
INTERNATIONAL/4400/2010
INTERNATIONAL/7400/2009, 2011

DUECO Inc. has been notified by the manufacturer of this converter, Sure Power Inc., that this part may have a defect which relates to motor vehicle safety. 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 self-heating and maintaining temperatures capable of accelerating into a fire.

Our records indicate that you either are or were the owner of one of the following trucks on which we installed a potentially affected part.

POTENTIALLY AFFECTED VEHICLES:

2010 International Vin # 1HTMMAAR1AH271521 Converter Part #12025C00

We suggest that you verify your vehicle's VIN, converter part number and date of manufacture against the above list to determine which truck(s) in your possession might be affected by this recall.

REMEDY:

Attached to this letter is the Safety Recall Notice we received from Sure Power Inc. You should immediately read this Notice and determine whether or not your truck is affected by this recall. If you determine that it is, Sure Power will provide a replacement converter free of charge. To initiate this replacement process, please e-mail your vehicle's VIN, converter part number, serial number and date of manufacture if available to Jody.andrews@dueco.com. Or contact **Jody Andrews at (260) 338-1113** for assistance. You will also need to supply your contact information including e-mail.

If you had this repair performed before you received this letter, you may be eligible to receive a replacement part for use in the future. For more information contact Jody Andrews at (260) 338-1113.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience that this action may cause you. However, we are concerned about your safety. If you believe that we have failed or are unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Sincerely,

Michael Johnson
Operations Manager
DUECO Inc.
N4W22610 Bluemound Rd.
Waukesha, WI 53186