

September 10, 2013

PRODUCT SAFETY RECALL NOTICE

Dear Customer:

For more than a decade, Sure Power Inc. has sold battery equalizers and DC-DC converters both to you, as a vehicle manufacturer, and through aftermarket distribution channels for installation on vehicles with 24V/12V dual voltage electrical systems, including buses, over the road trucks, and other specialty vehicle applications.

This letter is to inform you that Sure Power, Inc. has decided that a defect which relates to motor vehicle safety exists in battery equalizers and DC-DC converters that have been sold through aftermarket distribution channels for installation on vehicles with 24V/12V dual voltage electrical systems, including buses, over the road trucks, and other specialty vehicle applications. The affected products were manufactured between January, 2000 and August, 2013. The purpose of this letter is to advise you that Sure Power, Inc. has reported this issue to the National Highway Traffic Safety Administration and will be undertaking a safety recall to replace the units that were sold in the aftermarket distribution chain. We recognize that, as a vehicle manufacturer, you are entitled to make your own determination as to whether the battery equalizers and DC-DC converters that are installed in the vehicles you manufactured contain a defect related to motor vehicle safety, given their particular applications. If you decide that they do, Sure Power, Inc. will support your decision and provide you with replacement units that can be made available to your customers at no charge. If you prefer, Sure Power, Inc. will handle the safety recall directly with your customers.

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 a thermal incident. 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. No injuries have been recorded to date. The failure mechanism is not detectable and no warning is given prior to thermal failure.

A listing of the part numbers impacted as part of this notification can be found at the end of this correspondence. In the coming days Sure Power will provide you the appropriate contact information, including phone and email contact points, as well as any other information per NHTSA requirements.

Sure Power is very dedicated to quality and excellence in our customer service and we apologize for any inconvenience this recall may cause. Please contact your Regional Sales Manager or Customer Satisfaction Representative with any questions or concerns.

Best Regards,

A handwritten signature in black ink, appearing to read 'J. Bergers', with a stylized flourish at the end.

Jess Bergers

Product Manager – Power Conversion

PRODUCT SAFETY RECALL AFFECTED PART NUMBERS

Part Number	Description
12025C00	12V - 24V, 25A DC-DC Converter
12025C00-B	12V - 24V, 25A DC-DC Converter, bulk packaging
12025E00	12V - 24V, 25A Battery Equalizer
12025E00-B	12V - 24V, 25A Battery Equalizer, bulk packaging
12030C20HR	12V - 24V, 30A DC-DC Converter
12030C20HR-B	12V - 24V, 30A DC-DC Converter, bulk packaging
12040C00	12V - 24V, 40A DC-DC Converter
12040C00-B	12V - 24V, 40A DC-DC Converter, bulk packaging
12040C01	12V - 28V, 40A DC-DC Converter, manufactured through 2010 as identified by the first two digits of the serial number (09 = 2009, 10 = 2010)
12040E00	12V - 24V, 40A Battery Equalizer
12040E00-B	12V - 24V, 40A Battery Equalizer, bulk packaging
52204	24V - 12V, 40A Battery Equalizer
52206	24V - 12V, 60A Battery Equalizer
52206RB	24V - 12V, 60A Battery Equalizer, Revision B
52208	24V - 12V, 80A Battery Equalizer
52208P	24V - 12V, 80A Battery Equalizer, with fuse kit
52208RB	24V - 12V, 80A Battery Equalizer, Revision B
52210	24V - 12V, 100A Battery Equalizer
52210-20430K	24V - 12V, 100A Battery Equalizer, with 20430 regulator
52210P	24V - 12V, 100A Battery Equalizer, with fuse kit
52210RB	24V - 12V, 100A Battery Equalizer, Revision B
52210RB-B	24V - 12V, 100A Battery Equalizer, Revision B, bulk packaging
52210RB-T	24V - 12V, 100A Battery Equalizer, Revision B
52304	24V - 12V, 40A DC-DC Converter
52304P	24V - 12V, 40A DC-DC Converter, with fuse kit
52306	24V - 12V, 60A DC-DC Converter
52306RB	24V - 12V, 60A DC-DC Converter, Revision B
52308	24V - 12V, 80A DC-DC Converter