



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 16, 2018

Mr. Ken Rudisuela
CTO
Ioxus Corporation
18 Stadium Circle
Oneonta, NY 13820

NEF-150MR
18E-093

Subject: Moisture may Enter Energy Storage Module

Dear Mr. Rudisuela:

This letter serves to acknowledge Ioxus Corporation's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

USTART/ENERGY STORAGE MODULE/9999

Mfr's Report Date: September 25, 2018

NHTSA Campaign Number: 18E-093

Components:

ELECTRICAL SYSTEM
ELECTRICAL SYSTEM:BATTERY

Potential Number of Units Affected: 4,255

Problem Description:

Ioxus Corporation (Ioxus) is recalling certain uStart energy storage modules, part number UST12V1100G31-ISA. The overlay seal may delaminate over time, allowing moisture to enter.

Consequence:

If moisture enters the storage module, it can cause an electrical short, increasing the risk of a fire.

Remedy:

Ioxus will notify owners. A remedy plan has not yet been provided. The manufacturer has not yet provided a notification schedule. Owners may contact Ioxus customer service at 1-877-751-4222.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- A description of the basis for your company's determination of the recall population (49 CFR 573.6 (c)(2)).



- A description of how the products to be recalled differ from similar products that are not included in the recall (49 CFR 573.6 (c) (2)).

- Your company must supply the estimated date(s) for which it will notify owners regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefore, and furnish a revised estimate (49 CFR 573.6 (c)(8)(ii)).

- Your company must supply the estimated date(s) for which it will notify dealers and/or distributors regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefore, and furnish a revised estimate. (49 CFR 573.6 (c)(8)(ii)).

Please amend your Defect Information report to include Ioxus' remedy plan, such as an exchange for the improved design or a refund.

Please provide a list of the known purchasers of the affected uStart products.

Ioxus' Defect Information report states that the improved design was put into production on November 20, 2018. This date has not yet occurred. Please correct the information.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement