

[Customer name]
[Customer address line one]
[Customer address line two]



[Date]

*** * * IMPORTANT SAFETY RECALL * * ***

NHTSA RECALL No. 23E076

This notice applies to your auxiliary fuel transfer system.

Dear [Customer name],

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

Transfer Flow Inc. – Chico, CA has decided that a defect, which relates to motor vehicle safety, exists in certain TRAX 4™ Control Modules with part numbers 070-CM-34418 and 070-CM-34375.

The firmware that controls your auxiliary fuel system may pump fuel into the primary fuel tank and could result in overfilling of the primary fuel tank and associated potential fire risk. If the system engages and begins pumping fuel, it may not stop filling. This condition is because a stationary vehicle's onboard computer system often does not send the appropriate real-time readings as to the primary fuel tank level when the vehicle has not moved since the key was last turned off. This could result in an overfilling of the primary full tank with the possibility of an overflow of diesel fuel occurring, increasing the risk of a fire.

WHAT SHOULD YOU DO?

The firmware on the electronic controller needs to be reflashed and updated. This can be achieved by the following methods:

- For a list of local, qualified installers to reprogram the module, call or email Transfer Flow.
- For a live firmware update, call or email Transfer Flow.
- Send your module to Transfer Flow for reprogramming (we will send a prepaid package for you to send us your module free of charge).

The reflash of the controller should take approximately half an hour. This repair will be done free of charge.

Continued on the next page.

Who to contact if you experience problems?

- 1-800-442-0056, option #8, or email firmwareupdate@transferflow.com.
- Our team is available Monday-Friday from 6:30 a.m. to 4:00 p.m. PST.

If you believe the TRAX 4™ module has not been properly updated or that you did not receive appropriate service from one of our authorized service facilities, please contact:

- 1-800-442-0056, option #8, or email firmwareupdate@transferflow.com.
- Our team is available Monday-Friday from 6:30 a.m. to 4:00 p.m. PST.

You can also send additional communications or information to:

- 1-800-442-0056, option #8, or email firmwareupdate@transferflow.com.
- Our team is available Monday-Friday from 6:30 a.m. to 4:00 p.m. PST.

If you believe that Transfer Flow or the authorized service facility failed to properly remedy or is for any reason unable to remedy the defect in your Trax 4™ system without charge within a reasonable period of time (60 days from the date you were first contacted by Transfer Flow), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

You can also call the toll-free safety hotline at 1-888-327-4236 (TTY 1-800-424- 9153) or go to <http://www.safecar.gov>.

WHAT TO DO IF YOU BELIEVE YOU HAVE RECEIVED THIS NOTICE IN ERROR?

Registration and records show that you purchased or leased a vehicle with a TRAX 4™ or a TRAX 4™ system directly from Transfer Flow. If this is not the case, or if you no longer are in possession of the subject vehicle/TRAX 4™ unit, please let us know, and we will correct our records. If you know of any subsequent owner of a TRAX 4™ system who may not have been directly notified of this recall, please provide us with any information you have, and we will try to contact that person. All TRAX 4™ Systems purchased before October 3rd, 2023, require this software recall. No reimbursement is provided as the firmware update is available for free.

Lessor Information: Federal law requires that any vehicle lessor receiving this notice must forward it to the appropriate lessee within ten days.

If you have any questions: If you have any questions about this notice or require any technical assistance, please do not hesitate to call 1-800-442-0056 Monday through Friday between the hours of 6:30 a.m. to 4:00 p.m. PST.

- We apologize for any inconvenience but are sincerely concerned about your safety. Thank you for your attention to this important matter. 1-800-442-0056, option #8, or email firmwareupdate@transferflow.com

Our team is available Monday-Friday from 6:30 a.m. to 4:00 p.m. PST to kindly assist you.