

IMPORTANT SAFETY RECALL

Date: xx/xx/xxxx

Dear [Owner]

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

SmartPlug has decided that a defect, which relates to motor vehicle safety, exists in certain 30A Shore Power Inlets.

WHY DOES MY VEHICLE NEED TO BE RE-WORKED?

On June 1st, 2023, SmartPlug introduced a New D-ring Design in our and 30A Inlets. Shortly after the conversion, SmartPlug discovered that the Mfging process used by our vendor was creating an internal stress build-up within the part. This build-up can lead to a failure of the Inlet.

SmartPlug has decided to request all product built with this configuration be returned to Smartplug for inspection and re-work.

Consequence:

A D-ring that cracks or fails may allow wires to loosen, causing electrical arcing and increase the risk of a fire.

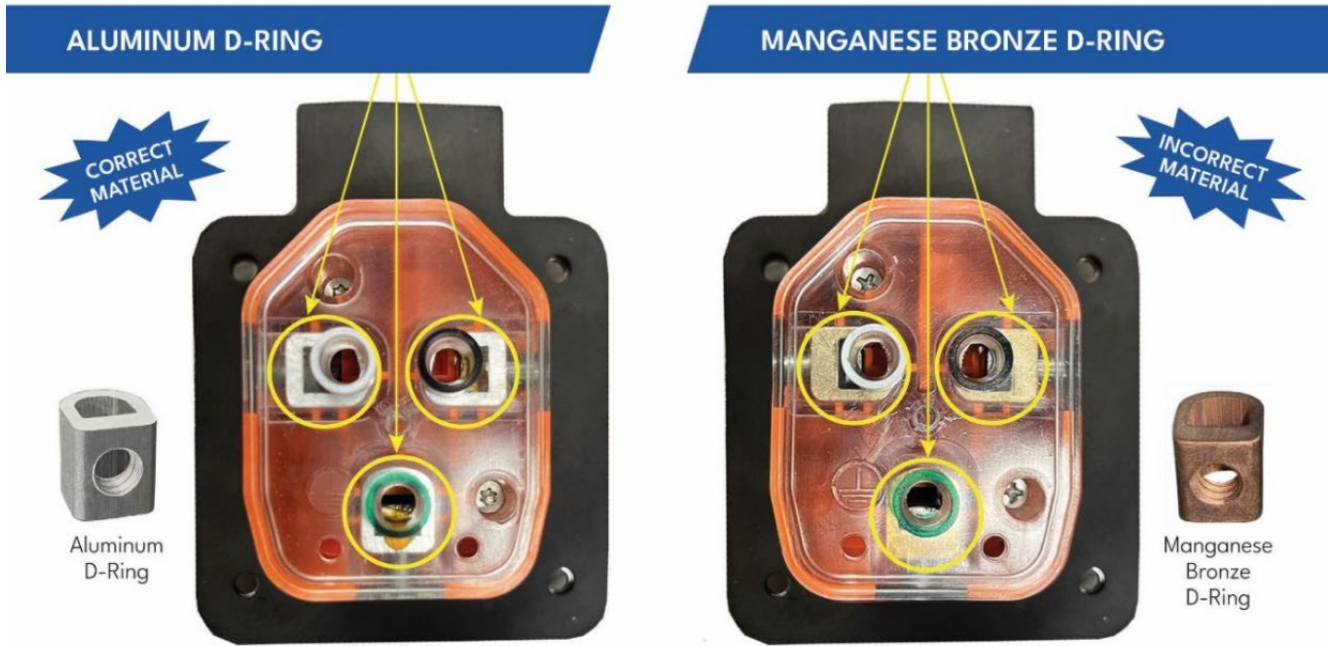
***THIS RECALL IS ONLY FOR PRODUCT THAT WAS MANUFACTURED
BETWEEN JUNE 1ST, 2023 – JULY 21ST, 2023.***

Please Note: If you purchased this product before 6/1/23, you do not have this issue.

Please note: This design change only impacts 30A Inlets, and BF30 kits.

The first step is for you to identify if you have one of these products. You can do this by viewing the color of the D-rings on the back of the Inlet. Silver is the Aluminum D-ring / Bronze is the Manganese – Bronze below picture.

If you have an Inlet with the Aluminum D-ring, (Shown below in the image on the left), No further action is needed. (D-ring Color - Aluminum – Silver).



The products that were manufactured between June 1st and July 21st are shown below.

If you purchased one of the parts after June 1st, 2023, look on the back of the inlet. If you have an Inlet with the Manganese Bronze D-ring, (shown above in the image on the right), please go back through the dealer you had the product installed by and/or purchased from to complete this process. Your looking at the color of the D-Ring. The Aluminum is Silver and that is the Good one. The Bronze color is the Manganese Bronze – That's the Bad one that is being recalled.

Part Number	Description	UPC Code
BF30	30 Amp - Female Connector Assembly	094922987631
B30ASSYNT	30 Amp - Female Connector & Stainless Steel Inlet	614458746153
B30ASSYPW	30 Amp - Female Connector & Non-Metallic Inlet / White	614458746122
B30ASSYPG	30 Amp - Female Connector & Non-Metallic Inlet / Gray	614458746139
B30ASSYPB	30 Amp - Female Connector & Non-Metallic Inlet / Black	614458746146
C30503BM30NT	30 Amp - 50' Dual Config Cordset - (SPS Boat Side x Twist-Type Dockside) & Stainless Inlet	682500440021
C30503BM30PW	30 Amp - 50' Dual Config Cordset - (SPS Boat Side x Twist-Type) & White Non-Metallic Inlet	614458746214
C30503BM30PG	30 Amp - 50' Dual Config Cordset - (SPS Boat Side x Twist-Type) & Gray Non-Metallic Inlet	614458746207
C30503BM30PB	30 Amp - 50' Dual Config Cordset - (SPS Boat Side x Twist-Type) & Black Non-Metallic Inlet	614458746191
PKF30	30 Amp - BF30 Repair Kit - Female Connector - Service Kit	682500440311
PKM30SR	30 Amp Fully Enclosed Strain Relief Kit	682500441332

WHAT WILL YOUR DEALER DO?

Please locate your closest Dealer or retailer to receive a refund or replacement power inlet, at no cost to you. The dealer will then bill us directly and we will issue an RMA to the Dealer and will pay the invoice with the return of the product. You can also return the product to the original dealer for a full refund. Replacement or refund will take approximately 30 minutes.

WHO SHOULD YOU CONTACT WITH FURTHER QUESTIONS OR CONCERNS?

If you have any further question or concerns about this recall, please contact Smartplug Systems at Warranty@smartPlug.com.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

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

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY;1-800-424-9153); or go to <http://www.safercar.gov>.

THIS DOES NOT AFFECT ANY SHORE POWER CORDSETS or 50A Products

SmartPlug is committed to quality products and will stand behind everything we sell. This material shortfall was not anticipated and will drive additional QC actions from us and our vendor community in the future.

All communication for this product should go to our warranty email address: warranty@smartplug.com

Happy travels and thanks for being a SmartPlug customer,
SmartPlug Customer Service Team