Part 573 Safety Recall Report 24E-077

Manufacturer Name : IOSiX
Submission Date : NOV 12, 2024
NHTSA Recall No. : 24E-077
Manufacturer Recall No. : NR

Manufacturer Information :

Manufacturer Name : IOSiX
Address : 1161 Oak Valley Dr
Ann Arbor MI 48108
Company phone : 6231939

Population :

Number of potentially involved : 140,000
Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : IOSiX
Model : IO-1020
Part No. : IO-1020
Size : NR
Function : NR
Descriptive Information : Recall population is all units produced in that time range minus units already updated to new firmware. Difference between recalled and non-recalled is the firmware version installed. Total affected is around 140,000 units pending further analysis.
Production Dates : OCT 19, 2017 - OCT 12, 2022

Description of Defect :

Description of the Defect : Using publically-disclosed security keys, a skilled attacker could load new firmware wirelessly onto the device and/or obtain unrestricted access to the primary vehicle databus (CAN1).
FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : Unrestricted access to the primary vehicle databus may enable someone to stall the vehicle, depending upon the exact make and model, increasing the risk of a crash.
Description of the Cause : NR
Identification of Any Warning that can Occur : If a bad actor replaced the device firmware, the ELD application would no longer be able to connect to the device and record engine information.

Involved Components :

Component Name :	Software
Component Description :	Version 359 or lower
Component Part Number :	FW

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR
	NR
Country :	NR

Chronology :

On 9/16/2024, NHTSA informed us they were able to create and load a firmware onto the devices with old firmware, and that such firmware could potentially send messages that would stall some vehicles. NHTSA considers stall to increase crash risk, and under that interpretation we concurred and filed this report on 9/17/2024, at which time we gathered preliminary data regarding recall population from our records.

Description of Remedy :

Description of Remedy Program :	The customer is able to update the equipment automatically over-the-air using their ELD software (starting Feb 20 2024), with no disruptions to functionality. If the device is in active use, it should already be updated, unless the user has refused the update. No reimbursement is relevant here as these devices are considered in-warranty for this component.
How Remedy Component Differs from Recalled Component :	Remedy components are running version 360 or newer of the firmware.
Identify How/When Recall Condition was Corrected in Production :	As of 5/1/2024, all units leaving IOSiX are flashed with version 360 or above.

Recall Schedule :

Description of Recall Schedule :	Letters will be mailed to dealers and owners on 11/15/2024.
Planned Dealer Notification Date :	NOV 15, 2024 - NOV 15, 2024
Planned Owner Notification Date :	NOV 15, 2024 - NOV 15, 2024

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :	NR
Address :	NR
	NR
Country :	NR
Company Phone :	NR

* NR - Not Reported