

Remedy Plan in Response to Part 573 Report (KL24E-005)

Objective: To address the safety concern outlined in the Part 573 report (KL24E-005) regarding stuck contactors in our batteries, ensuring the safety of our customers and compliance with regulatory standards.

Overview: The remedy to address the risk of safety will be a battery firmware update. The rollout will contain a couple moving parts to effectively reach and address all batteries potentially affected.

Key Actions:

- 1. Test and Approve Battery Firmware 137.4.4**
 - Test and approve firmware under lab simulation.
 - Test and approve firmware under real-life testing conditions on coaches.
- 2. Distribution of Battery Inspection Protocol:**
 - Provide detailed guidance on how to identify a stuck contactor and the associated risks.
 - Establish a dedicated communication channel for customers and dealers to report any instances of stuck contactors promptly.
- 3. Distribution of Battery Update Tools and Protocol:**
 - Procure and distribute 250 CAN analyzers along with the necessary harness to facilitate the firmware update process.
 - Furnish comprehensive user manuals and instructions to ensure seamless utilization of the diagnostic tools.
 - Prioritize prompt shipping to affected customers and dealers to expedite the remediation process.
- 4. Replacement for Affected Batteries:**
 - Ensure timely replacement of affected batteries with new, updated units free from the identified safety risk.
- 5. Conducting Battery Firmware Update**
 - Identify closest hubs to update batteries not affected by the stuck contactor and address safety risk.
 - Keeping record of batteries successfully updated

Emergency Support Measures:

- Maintain a reserve stock of 50 CAN analyzers to cater to emergency situations and urgent requests for firmware updates.
- Establish a dedicated support team equipped to provide immediate assistance to customers and dealers requiring urgent remediation.

Communication Strategy:

- Issue a comprehensive communication package to inform all stakeholders about the identified safety risk and our proactive remedy plan.
- Disseminate clear and concise instructions on how to participate in the battery inspection process, request a firmware update, and arrange for battery replacement.
- Utilize various communication channels, including email, social media, and our official website, to ensure broad dissemination of critical information.

Roll-out Date:

- The remedy plan outlined above will officially commence on Friday, May 17, 2024.

Timeline:

- Immediate: Finalize firmware update and testing procedures.
- Week 1-2: Distribute communication packages and diagnostic tools to affected customers and dealers.
- Week 3-4: Commence firmware update process and initiate battery replacement for affected units.
- Ongoing: Provide continuous support and assistance to customers and dealers throughout the remediation period.

Monitoring and Evaluation:

- Implement a live log to track the progress of the remedy plan, including firmware updates performed and batteries replaced.
- Regularly evaluate customer feedback and reports to identify any issues or concerns arising during the remediation process.
- Continuously assess the effectiveness of the remedy plan and implement necessary adjustments to ensure compliance and customer satisfaction.

By implementing this comprehensive remedy plan, we reaffirm our commitment to prioritizing the safety and satisfaction of our customers while upholding regulatory standards. We appreciate the cooperation and understanding of all stakeholders as we work diligently to address this issue.