

SUPPLEMENTAL PART 573 REPORT
Eberspächer Climate Control Systems International GmbH
April 11, 2024

I. Involved Components

- A. *Component Part number:* HL2-16/24/30/35
- B. *Component Name:* Hydronic L-II Heater
- C. *Component Description:* Diesel fueled hydronic heater

II. Chronology

- A. On January 30, 2024, a potential component defect was identified that was not initially known to be safety-related. Eberspaecher Climate Control Systems International GmbH (Eberspaecher) conducted a risk assessment of the component between February 8, 2024 and February 29, 2024. During this period, Eberspaecher also initiated a sales stop on February 9, 2024 and rework of the component in their sales network on February 16, 2024 to address the defect. Starting March 6, 2024, Eberspaecher began informing its subsidiaries, general agents, and customers of the defect. Beginning March 11, 2024, Eberspaecher started to set up meetings with key customers for the US and Canadian market to define a rework strategy. Eberspaecher also consulted with US counsel in March 2024. On March 21, 2024 it was determined that NHTSA should be notified of the safety-related defect. Subsequently, Eberspaecher submitted its Part 573 notification on March 27, 2024. There have been no reports of accidents or injuries related to this condition in all markets.

III. Manufacturer's program for remedying the defect or noncompliance

- A. *Description of Remedy Program:* beginning in March 2024, Eberspaecher contacted its customers and partners to advise them to take the affected components out of operation immediately. During the recall program, the components will be reworked by Eberspaecher or by specialist personnel commissioned by Eberspaecher. The costs of the necessary reworking will be borne by Eberspaecher.
- B. *How Remedy Component Differs from Recalled Component:* The remedied product will be properly calibrated to avoid potential excessive exhaust gas values.

- C. *Identify How/When Recall Condition was Corrected in Production:* Starting February 1, 2024, the component was corrected in production by properly calibrating the component.

IV. Reimbursement

- A. Eberspaecher will reimburse customers/owners/purchasers/dealers/technicians (approved by Eberspaecher) who incurred the cost of repairing the component at issue starting May 1, 2023. Eberspaecher requires documentation of the rework, including serial number(s), for reimbursement.
- B. Rework instructions are available for customers/owners/purchasers/dealers/technicians (approved by Eberspaecher). The rework instructions contain two Eberspaecher contact e-mail addresses and a form where necessary information about the rework can be detailed. Heaters that have already been used will be reimbursed with 1.5 hours of rework time. Heaters not in use will be reimbursed with 0.5 hours of rework time. The reimbursement includes all original Eberspaecher parts which are necessary for the rework. The production plant shall directly receive the invoice – it shall not be handled via the Partner Portal partner.eberspaecher.com. Reimbursement invoices must include the title “HL-II CO2 adjustment rework”.

V. Estimated date(s) for notification of dealers and/or distributors regarding this safety recall

- A. March 11, 2024

VI. Estimated date(s) for notification of owners regarding this safety recall

- A. May 27, 2024, at the latest.

VII. Manufacturer Purchaser Information

Customer name	Contact person	Location	Phone number	Email_address
RIXEN'S ENTERPRISES, INC	Andrew Smith	37600 C, RUBEN LANE, SANDY, OR, USA, 97055	503 668 6090	andrew@rixens.com
ILLINOIS AUTO CENTRAL	Steve Rolenc	8646, Joliet Road, McCook, IL, USA, 60525	708- 627- 1728	Rolenc.Steve@iaeco.net
D&D Transport Refrigeration	Trent A. Hartl	6428 South Frontage Rd, Billings, MT, USA, 59101	P: (406) 656- 6290 F: (406) 656- 9943	trent@thermokingutility.com
BUTLER MACHINERY CORPORATION	Jeremy Oistad	3402 36TH ST. SW, FARGO, ND, USA , 58104 3630 MIRIAM AVE, BISMARCK, ND, USA, 58501	701- 298- 2161 , 701- 441- 1173	JeremyOistad@butlermachinery.com