November 14, 2025

Dear eFill Customer,

We are writing to inform you that together with our electric vehicle (EV) charging hardware partner, Power-Electronics, we will be conducting a proactive field upgrade of power modules internal to identified eFill chargers. According to our records, you own one or more of these chargers. This upgrade will come at no cost to you.

Issue Summary

Testing has shown that a batch of power modules containing a component from a specific supplier has a defect that makes them susceptible to a shortened life expectancy. This degradation is accelerated under certain environmental conditions, particularly elevated humidity and temperature.

Corrective Action Plan

To restore expected service life and maintain optimal performance of the identified chargers, we are proactively initiating a preventive module replacement program to upgrade these chargers with corrected power modules.

While this upgrade is not critical to immediate operation or safety, we strongly recommend its implementation to ensure satisfactory operation and uptime of your charger(s).

This quality improvement is already implemented in all EV chargers currently in production at our partner's manufacturing facilities, and we are working to ensure all eFill chargers – both new and in the field – meet our design and performance expectations.

Next Steps
We will be reaching out to you to coordinate the scheduling of this component upgrade. Our goal is to complete this work quickly and with minimal disruption to your operations.

Our Commitment to Service and Reliability
At Detroit, your satisfaction is our highest priority. This proactive quality initiative reflects our ongoing commitment to delivering reliable, high-performance solutions that exceed your expectations and support your long-term success.

If you have any questions or need further assistance, please contact your local dealer or Detroit eConsulting representative. We're here to support you every step of the way.

We greatly appreciate your continued trust in Detroit eFill.

Sincerely,

The Detroit eFill Team