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**Date:** January 12, 2013

**To:** All Dynasys Dealers

**Re:** Product Safety Recall – Dynasys™ APU  
- Concern identified on the main 110vac HVAC Power Cable

**Dear Dynasys Dealer:**

In response to a couple of incidents in the field, our engineering team has identified (and resolved in production) a potential issue with the HVAC & PDC 110 circuit of all *Dynasys* systems. There has been some limited property damage; however, there have been no injuries. We are thus acting swiftly to assure the safety of our joint customers.

**Action Required:**

Accordingly, we are asking all dealers to do the following:

- **immediately discontinue** all installations of *Dynasys* APU systems until further notice; and
- **advise all *Dynasys* customers** into which you may come in contact to discontinue use of their APU and bring the unit in so you may disable it in accordance with the instructions outlined in the attached customer notification letter.

**Customer Notification Plans:**

We are advising all *Dynasys* customers to discontinue use of their *Dynasys* APU, and to seek assistance from their selling dealer (or, if traveling, their nearest *Dynasys* dealer) to disable it to prevent automatic operation. The attached letter will be distributed to all *Dynasys* APU customers of record. Because of the content of the customer letter, you should expect contact from *Dynasys* customers – both yours and visiting owners – seeking repairs and/or other information. We anticipate that many customers will not seek dealer assistance and will instead disable their system in accordance with the attached instructions.

**Service Repairs and Dealer Compensation;**

Please be assured that dealers will be compensated fully by Hodyon for repairs associated with this *Dynasys* service action, including temporary procedures to disable the system as outlined in the attached customer letter.

**Thank you for your support**

Please be assured that at Hodyon, makers of *Dynasys*, we take product safety very seriously. We know you understand and we thank you in advance for your support. We have identified a solution and are taking swift actions to promptly develop and communicate a corrective action plan, including parts procurement. I know we can count on your assistance with this service action. We will provide you with an update as soon as one is available, anticipated within one week.

**Questions:**

Please contact your Territory Manager, customer support or technical support.

The *Dynasys* Team

January 19, 2013



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To: All Dynasys Dealers

Re: Product Safety Recall – Dynasys™ APU  
- Status/Progress Report

**Dear Dynasys APU Dealer:**

We advised customers in our initial recall notification letter that we would provide a status report within approximately one week, and a copy of that customer status communication is attached. Customers continue to be advised to discontinue use of their APU and to disable the system until recall completion instructions are released. Following is a more detailed status regarding the entire effort.

**Recall Status**

**Repair Process**

- We have made the following progress since our previous dealer communication:
  - Identified a repair solution, including replacement part requirements. The repair solution will involve changes at the HVAC, PDC, and some related harnesses.
  - Identified and determined sourcing for required replacement parts
  - Determined a timeline for recall parts availability

**Communications**

- We have notified all customers for whom we have addresses on file, via either email and/or U.S. Certified Mail (Return Receipt Requested).
- We have enlisted the services of a call center and have tasked them with making outbound phone contacts to all Dynasys APU customers for whom we have phone records.
- We have asked dealers to identify disposition or sold-to customers for approximately 450 units for which we have no corresponding owner information. **We ask that this information be provided to us ASAP so that we may initiate contact with affected owners of all installed units.**
- We have posted a statement along with a related video message from David Hancock, Executive VP, Business Units, to both our Dynasys web site (<http://www.hodyon.com/>) and our Facebook web site (<https://www.facebook.com/Dynasys>).
- Dynasys customer and technical service continues to respond to incoming calls to support both customer and dealer issues and concerns.

**Next Steps**

We will keep you advised as to our progress toward releasing detailed repair, parts availability, dealer repair reimbursement and customer handling procedures as information becomes available.

We are working hard to finalize the processes noted above and very much appreciate your cooperation, support and patience. Thank you, and please contact me or any member of my support team if we can assist in any way.

Rick Shaff, Director  
Dynasys National Sales

Attachment