

IMPORTANT SAFETY RECALL 13E-050

OWNER NOTIFICATION LETTER

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Sure Power, Inc. ("Sure Power") has decided that a defect which relates to motor vehicle safety exists in battery equalizers and DC-DC Converters that have been sold for installation on vehicles with 24V/12V dual voltage electrical systems, buses, on-road trucks, and other specialty vehicle applications.

The specific potting compound used in the subject products for insulation was found to be capable of conducting electricity once exposed to significant thermal energy. Once electrically conductive, the material is capable of melting and burning, increasing the risk of fire. Thermal energy can be sourced by various electrical failures, and Sure Power is still investigating whether there are application-specific contributions to the risk of failure. Electrical failures have been traced to water intrusion or solder joint fatigue resulting from ongoing expansion and contraction due to thermal cycling.

Confirmed incidents to date have demonstrated smoking or flame at the affected part with additional damage limited to adjacent/connected parts such as wire harnesses and cables. The failure mechanism is not detectable and no prior warning is given.

Sure Power will replace each affected product at no charge with a new battery equalizer or DC-DC converter that does not contain the potting material that is in the units that are the subject of this report. Sure Power will offer to reimburse any customer who replaced a battery equalizer or DC-DC converter subject to this report at its own expense on or after September 9, 2012. Replacement products will be available on or after February 27, 2014. Replacement of the affected products can be accomplished with standard tools and requires approximately 1 hour of labor.

If you believe that Sure Power has failed or is unable to remedy the defect without charge within a reasonable time, please contact Sure Power at 1-855-450-3594 or e-mail Sure Power at [recalldc@cooperindustries.com](mailto:recalldc@cooperindustries.com). You may also wish to contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

If you have incurred out-of-pocket expenses to replace your battery equalizer or DC-DC converter for reasons related to this issue at any time after September 9, 2012, please contact Sure Power at 1-855-450-3594 for information on how to obtain a refund for those expenses.

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**Part numbers available for replacement:**

Affected Part Number	Description	Replacement Part Number
52204	24V – 12V, 40A battery equalizer	52204
52304	24V – 12V, 40A DC-DC converter	52304
52304P	24V – 12V, 40A DC-DC converter	52304