



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 3, 2014

Christie Biggs
Corporate Counsel
Directed, LLC
One Viper Way
Vista, CA 92081

NVS-215KS
14E-045

Subject: Remote Start system may cause Vehicle Stall

Dear Christie Biggs:

This letter serves to acknowledge Directed, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

ASTROSTART/XPRESSTART TECHNICAL TIPS/9999
AUTOMATE/XPRESSTART TECHNICAL TIPS/9999
AUTOSTART/REMOTE START/9999
AVITAL/XPRESSTART TECHNICAL TIPS/9999
CLIFFORD/XPRESSTART TECHNICAL TIPS/9999
COMMAND START/REMOTE START/9999
NORDIC START/REMOTE START/9999
ORBIT/REMOTE START/9999
POLAR START/REMOTE START/9999
PREMIER DEFENSE/REMOTE START/9999
PROSTART/REMOTE START/9999
PYTHON/XPRESSTART TECHNICAL TIPS/9999
VIPER/XPRESSTART TECHNICAL TIPS/9999
XPRESSKIT/INTERFACE MODULE/9999
XPRESSTART/INTERFACE MODULE/9999

Mfr's Report Date: July 14, 2014

NHTSA Campaign Number: 14E-045

Components:

ELECTRICAL SYSTEM: SOFTWARE

Potential Number of Units Affected: To Be Determined

Problem Description:

Directed, LLC (Directed) is recalling certain remote start systems and interface modules. The affected devices may experience a condition that may shut down the vehicle if the on/off button on a remote start, or phone system application is depressed while the engine is on and the vehicle brake is subsequently applied.

Consequence:

An engine shut down while a vehicle is in motion increases the risk of a crash due to, among other things, a sudden loss of motive power and loss of power steering and braking capability. In addition, safety systems such as air bags are deactivated, increasing the risk of injury in the event of a crash.

Remedy:

Directed will notify owners, and dealers will reflash the vehicle software, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Directed at 1-888-770-7122.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement