



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 29, 2019

Mr. Luke Yetto
VP of Engineering
Ioxus Corporation
18 Stadium Circle
Oneonta, NY 13820

NEF-150KL
19E-078

Subject: Internal Short Circuit Can Cause Fire

Dear Mr. Yetto:

This letter serves to acknowledge Ioxus Corporation '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:

USTART/12V USTART MD/9999

Mfr's Report Date: November 14, 2019

NHTSA Campaign Number: 19E-078

Components:

EQUIPMENT

Potential Number of Units Affected: 7,892

Problem Description:

Ioxus Corporation is recalling certain 12V uSTART MD battery support modules, part number uST12D1100G31-ISA. The uSTART module electronics can short circuit internally, causing the vehicle's battery to fully discharge into the uSTART module, possibly resulting in a fire.

Consequence:

A short circuit in the uStart module can increase the risk of a fire.

Remedy:

Ioxus Corporation will notify owners advising them to remove the uSTART module from the vehicle. The recall is expected to begin in December 2019. Owners may contact Ioxus Corporation customer service at 1-877-751-4222.

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 amend your filing to include how Ioxus will remedy the safety defect to the end user, free of charge, whether it be by replacement or refund of the product.

Please provide a list of any known vehicle manufacturers that you sold this product to.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)).

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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 Kristin Lepper who may be reached by phone at 202-366-5227, or by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement