



IMPORTANT SAFETY RECALL NOTICE

December 2019
NHTSA # 19E078

Dear uSTART owner:

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

Ioxus has decided that a defect which relates to motor vehicle safety could potentially exist within certain 12V uSTART MD products.

!IMPORTANT!

- **Your uSTART product is being recalled**
- **You should remove the uSTART and replace it with a conventional G31 lead acid battery**

Why is a recall being conducted?

The uSTART ultracapacitor module electronics can short circuit internally, causing the vehicle's battery to fully discharge into the uSTART module, resulting in smoke or possibly a fire within the battery box.

What are we doing about the problem?

Any uSTART currently installed in a vehicle should be removed and replaced with a conventional G31 lead acid battery.

What should you do?

Remove and dispose of any uSTART currently installed in a vehicle. Replace it with a conventional G31 lead acid battery. Do not resell or reuse the uSTART product for this or any other application.

What if you no longer own this uSTART?

Please provide the new owner's information to Ioxus by calling 1-877-751-4222 or write to ustart@ioxus.com.

Who should you contact if you have further questions or concerns?

Please contact Ioxus Customer Service by calling 1-877-751-4222 or write to ustart@ioxus.com



IMPORTANT SAFETY RECALL NOTICE

December 2019
NHTSA # 19E078

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If after having attempted to take advantage of this recall process you believe you have not been able to have your uSTART issue remedied within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Ioxus, Inc.