



**Urgent – Safety Recall Notification
for a fuel leak and fire risk issue!**

The issue: Your current Transfer Flow TRAX 4 firmware can activate the fuel pump and transfer fuel unexpectedly; this issue can occur when an auxiliary power system back-feeds voltage to the truck's battery systems, potentially causing fuel spillage and the risk of a fire. This issue affects Trax 4 Systems sold October 10, 2022, through July 24, 2023. Affected invoices are attached to this letter.

Action: Immediately unplug the TRAX 4 module from the OBDII port under the truck's dash and call Transfer Flow as soon as possible at 1-800-442-0056 option #8 or email us at firmwareupdate@transferflow.com.

Items that can create back-fed voltage include but are not limited to:

- Battery tenders attached to the truck
- Solar charging systems
- Upgraded batteries on the truck
- Trailer hooked up to the truck and plugged into the truck to trailer wiring harness while the truck is not running

What should you do to make sure this update has been completed and your system is safe:

Option 1: For a list of qualified local installers to reprogram the module call or email Transfer Flow

- 1-800-442-0056, option #8, or email firmwareupdate@transferflow.com
- Our Team is available Monday-Friday from 6:30 AM – to 3:00 PM (Pacific Standard Time).

Option 2: For a live firmware update call or email Transfer Flow

- 1-800-442-0056, option #8, or email firmwareupdate@transferflow.com
- Our Team is available Monday-Friday from 6:30 AM – to 3:00 PM (Pacific Standard Time).

Option 3: For a new module call or email Transfer Flow

- 1-800-442-0056, option #8, or email firmwareupdate@transferflow.com
- Our Team is available Monday-Friday from 6:30 AM – to 3:00 PM (Pacific Standard Time).

If the upgrade is not completed in an urgent manner you may start to see a disruption in the operation of your fuel system, with the potential of fuel spillage and fire risk.

Your safety and satisfaction are of utmost priority, and we are committed to ensuring that your Transfer Flow TRAX 4 auxiliary fuel system continues to deliver a reliable and exceptional experience.