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

1200 New Jersey Avenue SE
Washington, DC 20590

MAR 17 2011

Via Certified Mail and Email
Mr. Gary R. Greib
Manager, Product Investigations & Safety Affairs
Delphi Corporation
5725 Delphi Dr
Troy, MI 48098-2815

NVS-215aa
EQ11-002
11E-003

Subject: Request for List of Purchasers

Dear Mr. Greib:

The Office of Defects Investigation (ODI), Recall Management Division (RMD) is conducting a review of safety recall 11E-003. In a letter dated January 25, 2011, Carrier Corporation (Carrier) notified the NHTSA that it had decided certain GenV EM-1 evaporator assemblies, installed into school buses and shuttle buses, contain a safety related defect. Carrier stated that certain EM-1 evaporators, manufactured between January 2006 and December 2010, contain a Delphi Pack-ConIII fuse holder in an Allied Motion motor assembly. Over time, the Delphi fuse holder contacts may relax and possibly produce arcing. If sufficient arcing occurs, the fuse holder may melt, and may be accompanied by flame, smoke and potential fire. NHTSA assigned recall number 11E-003 to this matter.

The purpose of this request is to obtain a list of purchasers that were sold this equipment so they are made aware of this safety recall and are able to determine the need for any similar safety recall. Accordingly, we require the following information:

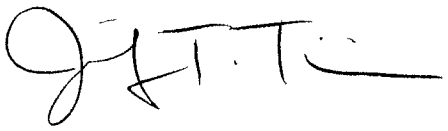
1. Provide a list of all customers that received these Delphi Pack-ConIII fuse holders and provide their company name, line of business (i.e. vehicle manufacturer, equipment manufacturer, distributor, etc.), address, phone number, contact person, quantity sold to each, and sale date.

You must respond in writing to this letter. This letter is being sent to your company pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49. Your company's failure to respond promptly and fully to this letter could subject your company to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163.

If your company claims that any of the information or documents provided in response to this information request constitutes confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, your company must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (69 Fed. Reg. 21409 et seq; April 21, 2004), to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Your Company is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted. Please remember that the word "CONFIDENTIAL" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 5 U.S.C. § 512.6.

Your company's written response must be submitted to this office within 10 days of receiving this letter. In your response, please be certain to include a reference to this matter's identification number which is **EQ11-002**. If you have any questions concerning this matter, please contact Alex Ansley of my staff at (202) 493-0481 or by e-mail at alexander.ansley@dot.gov. Response submission may be made by US Mail, fax (202) 366-7882, or e-mail rmd.odi@dot.gov.

Sincerely,



Jennifer T. Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement

Enclosure

11E-003
(17 pages)

Carrier Corporation

Carrier

A United Technologies Company

Carrier World Headquarters
One Carrier Place
Farmington, CT 06034-4015
860-674-3000

January 25, 2011

Office of Safety Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590
ATTN: Claude Harris, Acting Associate Administrator for Enforcement

Re: Part 573 Non-Compliance OR Defect Information Report

Dear Mr. Harris:

This letter is provided pursuant to 49 C.F.R. Part 573. As the manufacturer of record, Carrier Corporation ("Carrier") writes to advise you of a potential safety defect in certain EM-1 evaporator assemblies (the "EM-1 Units") installed on buses of more than a single bus manufacturer. Specifically, and as outlined below, certain models of EM-1 Units manufactured by Carrier contain an Allied Motion motor assembly with a Delphi Corporation ("Delphi") Pack-Con III fuse holder. With time, temperature, and/or vibration, the fuse may loosen in the fuse holder resulting in high resistance and arcing. If sufficient arcing occurs, the fuse holder may melt or ignite. In such case smoke or flame could propagate within the EM-1 Unit.

573.6(c)(1): Manufacturer's Name

Manufacturing Facility:
Carrier Corporation
700 Olympic Drive
Athens, GA 30601

Headquarters:

Carrier Corporation
One Carrier Place
Farmington, CT 06034

573.6(c)(2): Identification of Units Impacted

This issue affects a target population of approximately 44,915 Carrier GenV EM-1 Evaporator Units (the "EM-1") manufactured between January 2006 and December 2010, containing a Delphi Pack-ConIII fuse holder in an Allied Motion motor assembly; EM-1 Unit part numbers 77-62112-XX and 77-62512-XX, starting with Serial number KNT90890232 to serial number NNE91230058 that were sold to third party Carrier dealers and bus manufacturers located in the United States. Carrier, Allied Motion and Delphi have identified the Delphi Pack-Con III fuse holder, contained within an Allied Motion motor assembly, as the suspected cause of the above described defect.

There were 26,190 EM-1 units manufactured from 2003 through January 1, 2006 that did not contain a fuse or fuse holder within the evaporator motor assembly. However, there were 11,294 Allied Motion replacement motor assemblies, part number 54-00621-00 that contain the Delphi Pack-Con III fuse holder, sold by Carrier, which may have been installed in this earlier population, to replace an original motor assembly, part number 54-00577-00 that was manufactured without a fuse holder.

The EM-1 is an evaporator assembly, which is integrated with other components (i.e. compressor, condenser, and controls) to provide air conditioning for school, shuttle and other bus applications. EM-1 Unit is an interior ceiling mounted assembly, with dimensions of 41.26" wide, by 7.62" high, by 19.13" deep and an approximate weight of 60 lbs.

Potentially affected EM-1 Units and quantities are as follows:

Part Number	**Model Description**	**Total**
77-62112-XX and 7762512-XX	GEN V EM-1 Evaporator	44,915
54-00621-00	Allied Motion Replacement motor assembly	11,294

Carrier sold the potentially affected units directly to third party Carrier dealers and bus manufacturers. Accordingly, Carrier does not have complete records for the owners/operators of the buses installed with the potentially affected EM-1 Units. Carrier will work directly and diligently with the relevant bus manufacturers and third party Carrier dealers to identify end users and potentially affected vehicles.

Attached at **Appendix A** are the name, address, and telephone number for each U.S. bus manufacturer and third party Carrier dealer that purchased EM-1 Units since January 2006. The Allied Motion replacement motor assembly was sold by Carrier through Carrier Performance Parts Group (PPG) as replacements parts to the Carrier dealer service network (this information will be contained in a supplemental report).

573.6(c)(3) & (4): Total Number of EM-1 Units Containing the Defect

There were 44,915 (number) EM-1 Units sold in the United States by third party Carrier dealers and bus manufacturers that are potentially affected.

There are also 11,294 Allied Motion replacement motors, some of which may have been installed in early populations which originally did not contain the Delphi Pack-Con III fuse holder.

573.6(c)(5): Description of Possible Defect

In response to three incidents reported to Carrier, as described below, Carrier, in conjunction with Allied Motion and Delphi determined that the EM-1 Units may have a fuse holder defect, in which, due to time and temperature, the fuse holder may relax. Through relaxation of fuse holder contacts over time, a high-resistance connection may result, possibly producing arcing. The arcing may produce melting of the fuse holder or ignition of the fuse holder, which may cause flame or smoke to propagate within the EM-1 Unit. A PowerPoint slide with photographs and a description of the problem is attached at **Appendix B.**

573.6(c)(6): Chronology of Events

First incident

On August 20, 2010, Carrier was notified of a thermal event in an EM-1 Unit installed in a school bus located in Thonotosassa, FL (Hillsborough school district). The thermal event occurred on July 28, 2010, with Carrier first being notified nearly a month later. The EM-1 Unit, built in 2004 by Carrier, had a replacement motor of unknown origin, installed on a date uncertain. Damage to the EM-1Unit occurred with smoke residue coating the rear section of the bus.

Second incident

On September 15, 2010, a second thermal event in an EM-1 Unit installed on a school bus located in Portland, Indiana (Jay School District) was reported to Carrier. The EM-1 Unit was installed on August 11, 2008. Carrier confirmed that the EM-1 Unit was equipped with an originally installed Allied Motion motor with a Delphi Pack-Con III fuse holder. Damage to the unit occurred with minimal smoke residue present in the rear of the bus.

Third incident

On January 4, 2011, Carrier was notified of a third thermal event in an EM-1 Unit installed on a school bus located in Daytona Beach, FL (Volusia County School District) that occurred on January 3, 2011. The EM-1 Unit was built in 2003, however, it contained a replacement motor of undermined manufacture. Damage to the unit occurred, with significant thermal and smoke damage to the rear, roof mounted escape hatch, with smoke residue present on the rear seats

No reports of injury or death to persons were reported with any of the above incidents.

Upon notification of the First incident, Carrier dispatched a third party investigator (SEA, Ltd., hereafter "SEA") to Hillsborough School District to investigate the root cause of the thermal event. The investigation indicated that the Delphi Pack-Con III fuse was a possible source of ignition. At the time, this was considered an isolated incident. Carrier's Product Safety Committee was informed of the investigatory results. Upon notification of the Second incident, Carrier dispatched SEA to Jay School District, to investigate the root cause of the thermal event. The investigation indicated that the Delphi Pack-Con III fuse holder was suspect as the potential cause of the thermal event. In addition, Carrier's Design For Fire Prevention (DFFP) Team began root cause analysis investigation. Upon notification of Third incident, Carrier dispatched SEA to Volusia County School District to investigate the root cause of the thermal event. The result of this investigation was inconclusive.

Delphi has conducted independent testing of the Pack Con III fuse holder and confirmed that melting of the fuse holder can occur with time, temperature and vibration.

573.6(c)(8): Remedy

The remedy to address this potential safety issue consists of the replacement of the existing Delphi Pack-Con III fuse holder with a fuse holder assembly of a more robust design.

While analyzing the potential root cause of the thermal event, Carrier, as proactive measure, stopped production of the EM-1 Units containing the Delphi Pack-Con III fuse holder as of November 23, 2010 and all sales of the EM-1 Units as of December 15, 2010. Carrier restarted production as of December 20, 2010, with a new fuse holder assembly design.

A retrofit kit composed of a fuse holder, fuse, connectors and complete instructions will be provided by Carrier for each EM-1 evaporator assembly affected. Carrier will work in collaboration with the installers and bus manufacturers to contact end users of units that must be retrofitted.

Attached at **Appendix C**, is a DRAFT of the letter that Carrier intends to send to the third party Carrier dealers and bus manufacturers to which Carrier sold the EM-1 Units since January 1, 2006. Carrier will produce an additional appendix containing the name, address and telephone number of the Carrier service network that Carrier sold the Allied Motion replacement motors to, notifying them of the potential safety issue. This additional appendix will be sent to NHTSA in a supplemental report.

573.6(c)(10): Representative copies of all notices, bulletins and other communications that relate directly to the defect.

In addition to the materials attached, Carrier will forward to NHTSA any additional notices and communications sent to third party Carrier dealers, the Carrier service network and bus manufacturers.

Carrier will provide supplemental reports to NHTSA regarding the details and implementation of the recall. If you have any questions, please contact me at (860) 674-3304 or Muriel.Makharine@carrier.utc.com.

Sincerely,



Muriel Makharine
Vice President Legal Affairs
Carrier Corporation

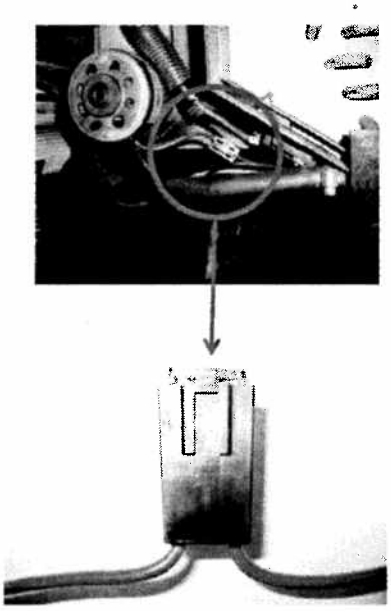
Attachments
Appendix A
Appendix B
Appendix C

APPENDIX A
NHTSA NOTIFICATION
Names of Bus Manufacturers and Installers who Purchased EM-1 Units



EM-1Appendixrev1.x
lsx

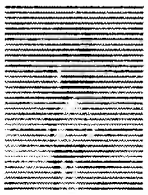
APPENDIX B
NHTSA NOTIFICATION
Description of Potential Safety Defect



- Due to terminal relaxation (function of time/temperature/ vibration) the female terminal contact springs relaxed and there was a large reduction in terminal contact force.
- The electrical contact resistance of the fuse/terminal connection increases as the contact force reduces. The increased resistance causes more heating, and the terminal relaxation accelerates.
- Once the terminal contact force is reduced to zero, intermittent breaks of the connection will form small electrical arcs which can reach thousands of degrees in the arc spot. There is also Joule heating from high connection resistance.
- Over time, the fuse insulation and connector may get hot enough to melt without blowing the fuse







APPENDIX C
NHTSA NOTIFICATION
Letter to be sent by Carrier to Bus Manufacturers and Third Party Carrier Equipment Dealers



Carrier
A United Technologies Company

Carrier Corporation
Carrier World Headquarters
One Carrier Place
Farmington, CT 06034-4015
860-674-3000

January ___, 2011

[INSERT ADDRESS OF OEM/INSTALLER]

Re: GEN V EM-1 Evaporator Fuse Assembly—

Dear_____:

This letter is to notify you that Carrier has identified a potential safety defect issue related to the Carrier Transicold ("Carrier") GEN V EM-1 Evaporator Units ("EM-1 Units") that you purchased. Specifically, and as outlined below, certain models of EM-1 Units manufactured by Carrier contain an Allied Motion motor assembly with a Delphi Corporation ("Delphi") Pack-Con III fuse holder. With time, temperature, and/or vibration, the fuse may loosen in the fuse holder resulting in high resistance and arcing. If sufficient arcing occurs, the fuse holder may melt or ignite. In such case smoke or flame could propagate within the EM-1 Unit.

Carrier filed a defect information report with the National Highway Traffic Safety Administration ("NHTSA") notifying the Agency of the above referenced potential safety issue. A copy of the notification to NHTSA is attached hereto as **Appendix A.**

Pursuant to NHTSA regulations, within five days of your receipt of this letter, you must submit a defect information report (see Title 49, Part 573 of the Code of Federal Regulations) to NHTSA covering all of the vehicles that you manufactured with one of the EM-1 Units installed as original equipment or in which an EM-1 Unit was installed subsequent to manufacture, part numbers 77-62112-XX and 77-62512-XX, manufactured between January 2006 and December 2010, starting with serial number KNT90890232 ending with serial number NNE912230058. If you are an OEM, or equipment or a third party Carrier equipment dealer, you must submit a defect information report to NHTSA covering all of the vehicles in which you installed EM-1 evaporator units with the above referenced part numbers. This duty applies to you even though Carrier has already submitted its own defect information report.

Carrier has conducted root cause analysis and developed a retrofit to address this potential safety issue. It was determined that a more robust fuse holder design was required to prevent relaxation of the fuse holder contacts over time. Carrier and its supplier of the motor assembly have procured a new fuse holder of a more robust design, not subject to the same issues as the Delphi Pack-Con III fuse holders.

A retrofit kit composed of a new fuse holder configuration, inclusive of a fuse, connectors and complete installation instructions will be provided by Carrier for each EM-1 evaporator assembly. A copy of the Retrofit Bulletin is attached as **Appendix B** to this notification letter. Should you have any questions regarding the retrofit procedure or availability of the retrofit kit, please contact the Carrier recall hotline at 1 800 ---x -----

Carrier has provided a sample notification letter for you to use in notification of your customers, attached as **Appendix C.** You must obtain NHTSA approval for any letter which you intend to send to your customers.

We apologize for any inconvenience this may cause to you or your customers. Please contact the Carrier recall hotline with any questions you may have on this matter.

Sincerely,

Robert S. Picker
Manager Service/Warranty
Carrier Transicold

APPENDIX A
TO MANUFACTURER NOTIFICATION LETTER
Copy of Carrier Notification To NHTSA

Carrier Corporation

Carrier
A United Technologies Company

Carrier World Headquarters
One Carrier Place
Farmington, CT 06034-4015
860-674-3000

January 25, 2011

Office of Safety Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590
ATTN: Claude Harris, Acting Associate Administrator for Enforcement

Re: Part 573 Non-Compliance OR Defect Information Report

Dear Mr. Harris:

This letter is provided pursuant to 49 C.F.R. Part 573. As the manufacturer of record, Carrier Corporation ("Carrier") writes to advise you of a potential safety defect in certain EM-1 evaporator assemblies (the "EM-1 Units") installed on buses of more than a single bus manufacturer. Specifically, and as outlined below, certain models of EM-1 Units manufactured by Carrier contain an Allied Motion motor assembly with a Delphi Corporation ("Delphi") Pack-Con III fuse holder. With time, temperature, and/or vibration, the fuse may loosen in the fuse holder resulting in high resistance and arcing. If sufficient arcing occurs, the fuse holder may melt or ignite. In such case smoke or flame could propagate within the EM-1 Unit.

573.6(c)(1): Manufacturer's Name

Manufacturing Facility:
Carrier Corporation
700 Olympic Drive
Athens, GA 30601

Headquarters:
Carrier Corporation
One Carrier Place
Farmington, CT 06034

573.6(c)(2): Identification of Units Impacted

This issue affects a target population of approximately 44,915 Carrier GenV EM-1 Evaporator Units (the "EM-1") manufactured between January 2006 and December 2010, containing a Delphi Pack-Con III fuse holder in an Allied Motion motor assembly; EM-1 Unit part numbers 77-62112-XX and 77-62512-XX, starting with Serial number KNT90890232 to serial number NNE91230058 that were sold to third party Carrier dealers and bus manufacturers located in the United States. Carrier, Allied Motion and Delphi have identified the Delphi Pack-Con III fuse holder, contained within an Allied Motion motor assembly, as the suspected cause of the above described defect.

There were 26,190 EM-1 units manufactured from 2003 through January 1, 2006 that did not contain a fuse or fuse holder within the evaporator motor assembly. However, there were 11,294 Allied Motion replacement motor assemblies, part number 54-00621-00 that contain the Delphi Pack-Con III fuse holder, sold by Carrier, which may have been installed in this earlier population, to replace an original motor assembly, part number 54-00577-00 that was manufactured without a fuse holder.

The EM-1 is an evaporator assembly, which is integrated with other components (i.e. compressor, condenser, and controls) to provide air conditioning for school, shuttle and other bus applications. EM-1 Unit is an interior ceiling mounted assembly, with dimensions of 41.26" wide, by 7.62" high, by 19.13" deep and an approximate weight of 60 lbs.

Potentially affected EM-1 Units and quantities are as follows:

Part Number	Model Description	Total
77-62112-XX and 7762512-XX	GEN V EM-1 Evaporator	44,915
54-00621-00	Allied Motion Replacement motor assembly	11,294

Carrier sold the potentially affected units directly to third party Carrier dealers and bus manufacturers. Accordingly, Carrier does not have complete records for the owners/operators of the buses installed with the potentially affected EM-1 Units. Carrier will work directly and diligently with the relevant bus manufacturers and third party Carrier dealers to identify end users and potentially affected vehicles.

Attached at **Appendix A** are the name, address, and telephone number for each U.S. bus manufacturer and third party Carrier dealer that purchased EM-1 Units since January 2006. The Allied Motion replacement motor assembly was sold by Carrier through

Carrier Performance Parts Group (PPG) as replacements parts to the Carrier dealer service network (this information will be contained in a supplemental report).

573.6(c)(3) & (4): Total Number of EM-1 Units Containing the Defect

There were 44,915 (number) EM-1 Units sold in the United States by third party Carrier dealers and bus manufacturers that are potentially affected.

There are also 11,294 Allied Motion replacement motors, some of which may have been installed in early populations which originally did not contain the Delphi Pack-Con III fuse holder.

573.6(c)(5): Description of Possible Defect

In response to three incidents reported to Carrier, as described below, Carrier, in conjunction with Allied Motion and Delphi determined that the EM-1 Units may have a fuse holder defect, in which, due to time and temperature, the fuse holder may relax. Through relaxation of fuse holder contacts over time, a high-resistance connection may result, possibly producing arcing. The arcing may produce melting of the fuse holder or ignition of the fuse holder, which may cause flame or smoke to propagate within the EM-1 Unit. A PowerPoint slide with photographs and a description of the problem is attached at **Appendix B.**

573.6(c)(6): Chronology of Events

First incident

On August 20, 2010, Carrier was notified of a thermal event in an EM-1 Unit installed in a school bus located in Thonotosassa, FL (Hillsborough school district). The thermal event occurred on July 28, 2010, with Carrier first being notified nearly a month later. The EM-1 Unit, built in 2004 by Carrier, had a replacement motor of unknown origin, installed on a date uncertain. Damage to the EM-1Unit occurred with smoke residue coating the rear section of the bus.

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On September 15, 2010, a second thermal event in an EM-1 Unit installed on a school bus located in Portland, Indiana (Jay School District) was reported to Carrier. The EM-1 Unit was installed on August 11, 2008. Carrier confirmed that the EM-1 Unit was equipped with an originally installed Allied Motion motor with a Delphi Pack-Con III fuse holder. Damage to the unit occurred with minimal smoke residue present in the rear of the bus.

Third incident

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occurred, with significant thermal and smoke damage to the rear, roof mounted escape hatch, with smoke residue present on the rear seats

No reports of injury or death to persons were reported with any of the above incidents.

Upon notification of the First incident, Carrier dispatched a third party investigator (SEA, Ltd., hereafter "SEA") to Hillsborough School District to investigate the root cause of the thermal event. The investigation indicated that the Delphi Pack-Con III fuse was a possible source of ignition. At the time, this was considered an isolated incident. Carrier's Product Safety Committee was informed of the investigatory results. Upon notification of the Second incident, Carrier dispatched SEA to Jay School District, to investigate the root cause of the thermal event. The investigation indicated that the Delphi Pack-Con III fuse holder was suspect as the potential cause of the thermal event. In addition, Carrier's Design For Fire Prevention (DFFP) Team began root cause analysis investigation. Upon notification of Third incident, Carrier dispatched SEA to Volusia County School District to investigate the root cause of the thermal event. The result of this investigation was inconclusive.

Delphi has conducted independent testing of the Pack Con III fuse holder and confirmed that melting of the fuse holder can occur with time, temperature and vibration.

573.6(c)(8): Remedy

The remedy to address this potential safety issue consists of the replacement of the existing Delphi Pack-Con III fuse holder with a fuse holder assembly of a more robust design.

While analyzing the potential root cause of the thermal event, Carrier, as proactive measure, stopped production of the EM-1 Units containing the Delphi Pack-Con III fuse holder as of November 23, 2010 and all sales of the EM-1 Units as of December 15, 2010. Carrier restarted production as of December 20, 2010, with a new fuse holder assembly design.

A retrofit kit composed of a fuse holder, fuse, connectors and complete instructions will be provided by Carrier for each EM-1 evaporator assembly affected. Carrier will work in collaboration with the installers and bus manufacturers to contact end users of units that must be retrofitted.

Attached at **Appendix C**, is a DRAFT of the letter that Carrier intends to send to the third party Carrier dealers and bus manufacturers to which Carrier sold the EM-1 Units since January 1, 2006. Carrier will produce an additional appendix containing the name, address and telephone number of the Carrier service network that Carrier sold the Allied Motion replacement motors to, notifying them of the potential safety issue. This additional appendix will be sent to NHTSA in a supplemental report.

573.6(c)(10): Representative copies of all notices, bulletins and other communications that relate directly to the defect.

> In addition to the materials attached, Carrier will forward to NHTSA any additional notices and communications sent to third party Carrier dealers, the Carrier service network and bus manufacturers.

Carrier will provide supplemental reports to NHTSA regarding the details and implementation of the recall. If you have any questions, please contact me at (860) 674-3304 or Muriel.Makharine@carrier.utc.com.

Sincerely,

Muriel Makharine
Vice President Legal Affairs
Carrier Corporation

Attachments
Appendix A
Appendix B
Appendix C

APPENDIX B
TO MANUFACTURER NOTIFICATION LETTER
Retrofit Bulletin For Replacement Fuse Holder Assembly



EM1 rework
instructions compress

APPENDIX C
MANUFACTURERS/OEMs NOTIFICATION LETTER
Sample manufacturers/OEM Letter To Their Customers

[INSERT MANUFACTURER/ OEM LETTERHEAD]

DATE:_____2011

TO: Owner
Address
City, State, Zip Code

Subject: [Manufacturer/OEM Name] Carrier GenV EM-1 Evaporator Unit NHTSA Recall # _____

Dear Valued Customer:

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

REASON FOR THIS RECALL

[OEM name] has decided that a potential motor vehicle safety issue exists in certain vehicles it [manufactured and equipped] [OR] [equipped in the aftermarket] with Carrier GenV EM-1 Evaporator Units. This decision was based on information provided by Carrier that a possible defect exists in the Gen V EM-1 Evaporator Units equipped with an Allied Motion motor assembly containing a Delphi Pack-ConIII fuse holder shipped after January 1, 2006 for installation in commercial, school and shuttle buses. [OEM name] installed these GenV EM-1 Evaporator Units in vehicles [that it manufactured] [OR] [as aftermarket accessories] from [OEM data] through [OEM data].

The Problem:
Analysis of the potential safety issue determined that with time, temperature, and/or vibration, the fuse may loosen in the fuse holder resulting in high resistance and arcing. If sufficient arcing occurs, the fuse holder may melt, and may be accompanied by flame, smoke and potential fire propagation within the EM-1 Units.

Affected Vehicle Models:

Model	**Model Years**
[OEM data required]	

WHAT WE WILL DO

[OEM Name] in cooperation with Carrier, will provide owners of all covered EM-1 Units a rework for the potential defect at no charge for parts or labor.

If [OEM Name] or Carrier fails or is unable to remedy this potential defect without charge and within a reasonable period of time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to http://www.safecar.gov.

Your safety and satisfaction with your [OEM Name] product are important to us and we regret any inconvenience to you.

Please contact Carrier HotLine at 1-800-XXX-XXXX if you have any questions.

Sincerely,

[OEM Contact]
[Title]