



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 2, 2009

MR. GUENTER SOGNO  
PURCHASING MANAGER  
CUES, INC.  
3600 RIO VISTA AVENUE  
ORLANDO, FL 32805

NVS-215kjs  
09V-456

SUBJECT: AIRV CEILING ASSEMBLIES/HEATER ELEMENT

DEAR MR. SOGNO:

This letter serves to acknowledge Cues, Inc's (Cues) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles 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:**

**Mfg's Report Date:** November 11, 2009

CHEVROLET/3500/2007-2008  
CHEVROLET/C4500/2007-2008  
CHEVROLET/C5500/2007-2008  
CHEVROLET/C6500/2007  
CHEVROLET/EXPRESS/2008  
CHEVROLET/EXPRESS 3500/2009  
FORD/E350/2007  
FORD/E450/2007-2008  
FORD/F550/2008  
FORD/F650/2008  
FREIGHTLINER/MT45/2009  
FREIGHTLINER/MT55/2008  
FREIGHTLINER/SPRINTER/2007  
FREIGHTLINER/SPRINTER 3500/2008  
GMC/C5500/2007  
INTERNATIONAL/4300/2008  
STERLING/ACTERRA/2008  
WORKHORSE/STEPVAN/2007  
WORKHORSE/W3/2007

**NHTSA Campaign Number:** 09V-456

**Components:** EQUIPMENT:ELECTRICAL:AIR CONDITIONER

**Potential Number of Units Affected:** 269

**Summary:**

CUES, INC. IS RECALLING CERTAIN MODEL YEAR 2007-2009 SERVICE VEHICLES BUILT ON VARIOUS CHASSIS EQUIPPED WITH CARRIER AIRV CEILING UNITS, MODEL NOS. 68RV0010BA, 68RV0012CA, AND 68RV0010EA. THE HEATER ELEMENT IN THESE ASSEMBLIES MAY BE DEFECTIVE WHICH COULD CAUSE THE UNIT TO CREATE SMOKE OR SPARKS.

**Consequence:**

THIS DEFECT COULD RESULT IN A FIRE.

**Remedy:**

CUES IS WORKING WITH CARRIER TO REMEDY THE AFFECTED VEHICLES. REPAIRS WILL BE MADE BY CARRIER FREE OF CHARGE. PLEASE SEE CARRIER'S DEFECT REPORT 09E-053. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING DECEMBER 2009. OWNERS MAY CONTACT CARRIER AT 1-877-584-7059 OR CUES AT 1-407-849-0190.

**Notes:**

OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

We have received Cues' proposed owner notification letter and it meets the requirements of Part 577. 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).

It is our understanding that Carrier will be handling the owner notification, remedy, and quarterly reporting for this campaign. However, please be advised that 49 CFR 573.6 provides that the vehicle manufacturer is responsible for any safety related defect or any noncompliance in the vehicle or any item of original equipment. If Carrier's campaign is not satisfactory, you may be required to conduct a follow-up notification.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at [Kelly.Schuler@dot.gov](mailto:Kelly.Schuler@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Person". The signature is fluid and cursive, with a large initial "G" and a long, sweeping underline.

George H. Person  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement