



SAFETY RECALL NOTICE

TO: «CUST»
FROM: Tim Trine, Field Upgrades and Recalls
DATE: November XX, 2009
SUBJECT: Recall Notice **09V-442 Carrier Transicold AirV Ceiling Unit Recall**
Medtec job#: «Product__Number»
VIN: «VIN»

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

Medtec Ambulance in conjunction with Carrier has decided that a defect which relates to motor vehicle safety exists in certain ambulances it manufactured equipped with Carrier AirV Ceiling Units with heater strips ("AirV Ceiling Units") model numbers 68RV0010BA, 68RV0012CA and 68RV0010EA. A decision to recall these units was based on information provided by Carrier that a defect exists in the heater assemblies of AirV Ceiling Units manufactured in or after May 2007 and installed in recreational vehicles. Medtec Ambulance installed these AirV Ceiling Units in vehicles that it manufactured from May 2007 through October 30, 2009.

Analysis of the potential safety issue determined that there could be a malfunction in the heater assembly which could create a potential fire hazard.

Carrier has undergone its root cause analysis and has developed a retrofit to address this potential safety issue which consists of replacing the heating assembly in each AirV Ceiling Unit. The retrofit kits should be available December 15, 2009. **In the interim, and as a precautionary measure, we are requesting that you disconnect the unit to avoid any operation until the unit is retrofitted.** Enclosed herewith are instructions on how to disconnect the AirV Ceiling Unit's heater assembly. This should be done by a qualified technician or can be brought to an Authorized Carrier Dealer / Service Center which can be located by going to www.airv.carrier.com and clicking on the Dealer Locator link or calling the number below.

Medtec Ambulance in cooperation with Carrier, will provide owners of all covered AirV Ceiling Units a new heater assembly at no charge for parts or labor. Starting in December, please contact Carrier at 1-877-584-7059 or an Authorized Carrier Dealer / Service Center to arrange for the retrofit of your unit.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days

We regret any inconvenience that this action may cause you. However, we are concerned about your safety. Please contact Carrier at 1-877-584-7059 if you have any questions.

If Medtec Ambulance or Carrier fails or is unable to remedy this 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.safercar.gov>.

The completed Confirmation Sign Off sheet must be faxed to the Medtec Customer Service Department at 574-534-1318.

Sincerely,
Medtec Ambulance

Tim Trine
Field Upgrades and Recalls



Reimbursement Notification

TO: «CUST»
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Medtec Ambulance has a program for reimbursing costs related to this recall campaign for repairs made before this campaign was initiated.

If you paid for repairs to remedy this problem between May 2007 and October 30, 2009, you may be eligible for reimbursement subject to these exclusions:

- The remedy, repair or replacement was already covered by the original or extended warranty.
- The remedy, repair or replacement did not address the problem covered by this recall
- The remedy, repair or replacement was not reasonably necessary to correct the defect.

The pre-notification remedy, repair or replacement need not be identical to the remedy provided by this recall campaign.

To obtain reimbursement consideration you must send the receipts and an explanation of repairs to your local Medtec dealer.