



# ALUMA

## TOWER COMPANY, INC.

1639 Old Dixie Highway  
Box 2806  
Vero Beach, FL 32961 USA  
E-mail: [atc@alumatower.com](mailto:atc@alumatower.com)  
Fax: 772.567.3432  
Telephone: 772.567.3423

[www.ALUMATOWER.com](http://www.ALUMATOWER.com)

DATE: \_\_\_\_\_ 2009

TO: Owner  
Address  
City, State, Zip Code

Subject: **Aluma Tower Company, Inc.- Carrier AirV Ceiling unit Recall**  
**Models: 68RV0010BA, 68RV0012CA AND 68RV0010EA**

**NHTSA Recall # 09E-053**

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. The issues related to the recall do not pertain to the installation process performed by Aluma Tower Company, Inc., but rather the Carrier AirV Unit manufacturing process. For over a decade Aluma Tower has used Carrier AirV products successfully without any recall issues. We apologize for any inconvenience this incident may cause our clients.

### REASON FOR THIS RECALL

Carrier Corporation has decided that defect exists in its Carrier AirV Units with heater strips ("AirV Ceiling Units") model nos. 68RV0010BA, 68RV0012CA and 68RV0010EA that were sold after May 2007 for installation in RV vehicles.

#### **The Problem:**

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

### WHAT YOU SHOULD DO

Carrier has undergone its root cause analysis and has developed a retrofit kit to address this potential safety issue which consists of replacing the AirV Ceiling Unit's heater assembly. 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 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](http://www.airv.carrier.com) and clicking on the Dealer Locator link or calling the number below.



# ALUMA

TOWER COMPANY, INC.

1639 Old Dixie Highway  
Box 2806  
Vero Beach, FL 32961 USA  
E-mail: [atc@alumatower.com](mailto:atc@alumatower.com)  
Fax: 772.567.3432  
Telephone: 772.567.3423

---

[www.ALUMATOWER.com](http://www.ALUMATOWER.com)

If you are no longer the owner of the recreational vehicle on which the AirV Unit is installed, we would greatly appreciate you furnishing us, if known, with the name and address of the new owner by calling 1-877-584-7059.

## WHAT WE WILL DO

Aluma Tower Company, Inc., 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.

If Carrier fails or is unable to remedy this defect without charge or within a reasonable period of time, you may submit a written complaint to the administrator, National Highway 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>.

We regret any inconvenience this may cause to you.

Please contact Carrier at 1-877-584-7059 if you have any questions.

Sincerely,

Aluma Tower Company, Inc.  
General Manager/Vice President