

## Product Recall

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To: ALL DEALERS

From: TRACY SAUERBREY – WARRANTY/RECALL DEPARTMENT

Subject: RECALL 11V-222/11V-223 EM1 Gen V Evaporator Units - Carrier

Date: May 13, 2011

Enclosed are copies of the customer notification letter and the repair procedures for Recall 11V-222/11V-223. This recall involves certain MVP-EF, Saf-T-Liner C2, HDX, FS-65 and Minotour school and non school model buses manufactured between January 2, 2006 and January 31, 2011. The defect involves the Carrier EM-1 units. These 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.

This is a universal notification sent to all dealers. You may or may not have customers in your area affected by this recall. If owners in your area are subject to this recall, we have enclosed a printout listing those customers' names and addresses. If there is not a printout enclosed according to our records there are no units in your area involved. **If you have a printout and any of the units on it are still in your possession it is your responsibility to ensure the recall is performed before the unit is delivered to the customer. NEW PROCESS: NHTSA is requiring two different recall numbers and printouts for school versus non school units. If you have received two reports you will notice that Recall 11V-222 is for school buses and Recall 11V-223 is for non-school buses. This is the same recall with the same repair for both school and non school just a different recall number.**

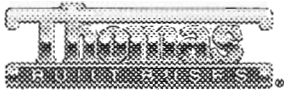
The remedy will consist of inspection to determine if the unit requires the rework. If it is determined the unit needs rework a retrofit kit will be provided. It will take approximately .1 hour (SRT 90-116) for inspection and .5 hour (SRT 90-117) for this repair. Once it has been identified that the unit requires the fuse assembly upgrade, the serial number of the unit should be recorded for each affected unit. **Please contact Carrier Recall Hotline at (800) 793-4741 to receive your kit(s) at no charge. THE SERIAL NUMBER OF EACH UNIT WILL BE REQUIRED WHEN KITS ARE ORDERED. You will receive labor reimbursement by filing a warranty claim through Thomas Built Buses, Inc. This is a vendor recall therefore there will be no parts handling.**

Thomas Built Buses has elected to notify all customers directly. Your customers will be contacting you to schedule an appointment for repairs.

If you know of any customers who own or operate a Thomas bus in this recall, whose name and address is NOT listed or is INCORRECTLY listed on the enclosed printout, please promptly notify Thomas Built Buses of that additional information in writing. Thank you for your cooperation and assistance.

Tracy

Enclosures: Customer Letter Repair Procedure Printout (if applicable)



May 20, 2011

Recall 11V-223  
TC2011-143

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thomas Built has decided that a defect which relates to motor vehicle safety exists on certain Saf-T-Liner C2, HDX, MVP-EF, FS-65, and Minotour model non school buses manufactured between January 2, 2006 and January 31, 2011. These units are identified on the enclosed postcard (Form PSD 304).

The defect involves the Carrier EM-1 units. These 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.

You should immediately contact your Thomas Built Buses dealer for an appointment to have your vehicle modified. Thomas will remedy this defect without charge. The remedy will consist of inspection to determine if the unit requires the rework. If it is determined the unit needs rework a retrofit kit composed of a new fuse holder configuration, inclusive of a fuse, connectors and complete installation instructions will be provided. It will take approximately .1 for inspection and .5 hour per unit for this repair. **To arrange for repairs, contact your local Thomas Built Buses dealer. After the repair is made, please complete each postage paid card separately and return it to Thomas Built Buses to verify completion.**

**The postcard must be filled out and returned:**

**Once the vehicle has been completed**

**Once it has been determined that the vehicle does not need repair**

**If you no longer own the vehicle**

**If the vehicle identified on the postcard has been exported, stolen, or destroyed/totalled**

Federal law requires that any vehicle lessor receiving the recall notice must forward a copy of this notice to the lessee within 10 days.

If you have had your vehicle repaired due to this defect prior to receipt of this notice and you have incurred any costs, you may be eligible for reimbursement. For further information, please contact the Warranty Department at (336) 889-4871, 8 a.m. to 5 p.m. eastern standard time Monday through Friday. To find a dealer in your area please go to [www.thomasbus.com](http://www.thomasbus.com).

If the defect is not remedied without charge and within a reasonable time which is not longer than 60 days after you tender the vehicle for repair, also please contact the Warranty Department at (336)889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. If you believe that Thomas Built Buses has failed or is unable to remedy the defect without charge longer than 60 days, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or phone the Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>. In Canada, if after contacting your dealer and/or Manufacturer Customer Service you have additional question with regards to this recall, you may contact Transport Canada – road Safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

Sincerely,

Tracy Sauerbrey  
Warranty/Recall Department

Enclosure