

# TRANSARCTIC

Phone: 1-877-265-3247 Fax: 1-519-421-1706

June, 2011

TO: Owner  
Address  
City, State, Zip Code

**Subject: Transarctic / Carrier GenV EM-1 Evaporator Unit  
NHTSA Recall # 11V-302**

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**

Transarctic has decided that a defect which relates to motor vehicle safety exists in certain vehicles it equipped with Carrier GenV EM-1 Evaporator Units. This decision was based on information provided by Carrier that a possible safety defect exists in the Gen V EM-1 Evaporator Units. The affected units are equipped with an Allied Motion motor assembly containing a Delphi Pack-Con III fuse holder and were shipped after January 1, 2006 for aftermarket installation. Transarctic installed these GenV EM-1 Evaporator Units on [Bus Manufacturer's Name] buses that you purchased through [Bus Dealer's Name] during those same years.

### **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**  
[Bus Manufacturer's Name]

**Model Years**  
2006 - 2010

## **WHAT WE WILL DO**

Transarctic, 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. We have attached a spreadsheet listing each vehicle owned by you that is subject to this recall based on our records and Carrier's Service Bulletin outlining the procedure they have put in place. To schedule an appointment to have your vehicle repaired, you should contact Carrier at 1-800-793-4741 or Transarctic at 1-877-265-3247.

If you have already paid to have your EM-1 unit(s) repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair. To obtain reimbursement for this repair, please forward your repair invoice, by email to [Robert.picker@mcc-hvc.com](mailto:Robert.picker@mcc-hvc.com) or by mail to:

Mobile Climate Control,  
50 Grumbacher Road,  
York, PA, 17402  
Attention: Robert Picker.

Please be sure to include your return address and a daytime contact number.

**Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

If you have sold, traded, or are no longer the owner of this vehicle, please contact us at 1-877-265-3247.

If Transarctic 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.safercar.gov>.

Your safety and satisfaction with your Carrier product are important to us and we regret any inconvenience to you.

Please contact us or the **Carrier Hot Line at 1-800-793-4741** if you have any questions.

Sincerely,

Dale Mason  
President  
TransArctic  
1-877-265-3247