



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

1200 New Jersey Avenue SE  
Washington, DC 20590

January 20, 2012

MR. ROB FROELICH  
ENGINEERING  
GLAVAL BUS DIVISION  
914 COUNTY ROAD #1  
ELKHART, IN 46515

NVS-215kjs  
12V-011

**SUBJECT: EVAPORATOR ASSEMBLIES/POSSIBLE FIRE**

**DEAR MR. FROELICH:**

This letter serves to acknowledge Glaval Bus Division's (Glaval Bus) 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:**

GLAVAL/APOLLO/2006-2011  
GLAVAL/CONCORDE II/2006-2011  
GLAVAL/ENTOURAGE/2006-2011  
GLAVAL/PRIMETIME/2006-2011  
GLAVAL/SPORT/2006-2011  
GLAVAL/TITAN/2006-2011  
GLAVAL/TITAN II/2006-2011  
GLAVAL/UNIVERSAL/2006-2011

**NHTSA Campaign Number:** 12V-011

**Mfg's Report Date:** January 11, 2012

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

**Potential Number of Units Affected:** 1,407

**Summary:**

GLAVAL BUS IS RECALLING CERTAIN MODEL YEAR 2006 THROUGH 2011 TRANSIT BUSES BUILT ON FORD, GMC, CHEVROLET, AND FREIGHTLINER CHASSIS AND EQUIPPED WITH CARRIER GENV EM-1 EVAPORATOR UNITS. DUE TO TIME, TEMPERATURE, AND/OR VIBRATION, THE FUSE MAY LOOSEN IN THE FUSE HOLDER RESULTING IN HIGH RESISTANCE AND ARCING.

**Consequence:**

IF SUFFICIENT ARCING OCCURS, THE FUSE HOLDER MAY MELT, AND A VEHICLE FIRE MAY OCCUR.

**Remedy:**

GLAVAL BUS WILL NOTIFY OWNERS AND PROVIDE INFORMATION ON HOW TO OBTAIN THE RETROFIT KIT FROM CARRIER ALONG WITH REPAIR INSTRUCTIONS. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN DURING JANUARY 2012. (SEE CARRIER'S RECALL CAMPAIGN 11E-003.) OWNERS MAY CONTACT CARRIER AT 1-800-348-7440.

**Notes:**

CUSTOMERS MAY 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).

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

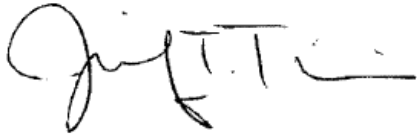
Please provide the following additional information and be reminded of the following requirements:

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).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

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 the successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name "Jennifer" written in a larger, more prominent script than the last name "Timian".

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement