

## DEALER RECALL NOTICE



DATE: January 5, 2012

**TO:** Dealer  
Address  
City, State, Zip Code

**Subject: Elkhart Coach / Carrier GenV EM-1 Evaporator Unit NHTSA Recall # 11E-003**

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

Elkhart Coach has decided that a potential motor vehicle safety issue 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 defect exists in the Gen V EM-1 Evaporator Units equipped with an Allied Motion motor assembly containing a Delphi Pack-ConIII fuse holder shipped after January 1, 2006 for installation in commercial, school and shuttle buses. Elkhart Coach installed these GenV EM-1 Evaporator Units in vehicles manufactured from January 1, 2006 through December 31, 2010.

#### **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  
ECI and ECII

Model Years  
2007 to 2010

A total of 125 buses had the EM-1 installed by Elkhart Coach a Division of Forest River, Inc.

## **WHAT WE WILL DO**

Elkhart Coach 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. A retrofit kit composed of a new fuse holder configuration, inclusive of a fuse, connectors and complete installation instructions has been provided by Carrier for each EM-1 evaporator assembly. A copy of the Retrofit Bulletin is attached as **Appendix A** to this notification letter.

If Elkhart Coach 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 Elkhart Coach product are important to us and we regret any inconvenience to you.

Please contact Carrier Hotline at 1 800-793-4741 if you have any questions.

Sincerely,

Mike Sweitzer  
Elkhart Coach a Division of Forest River, Inc.