



June 2014

## **CSC-10056177-7944**

### **NOTICE OF UPCOMING SERVICE PROGRAM – Xpert HVAC UPGRADE SP 8-600-001, SP 8-600-002, SP 8-600-003**

Dear Autocar Truck Owner:

Autocar Industries, LLC is pleased to offer a free of charge “HVAC Performance Upgrade Kit” for certain earlier built **Autocar Xpert** medium duty vehicles, to eligible customers who feel their operators would benefit from an enhanced performance HVAC system. Select vehicles manufactured between March 2012 and October 2013 with serial numbers in the range 213288 through 216745 are eligible for this free of charge HVAC upgrade kit. Our records indicate that your vehicle is eligible for this upgrade kit.

The Service Program affects the HVAC system including blower fan, controller, air ducting and in some cases components of the dash board. Completing the program can provide improved air flow of up to 30% inside the cab and revised HVAC controls to improve the performance of the HVAC system in all climates.

Depending on the vehicle build date, three different kits are available. Depending on which kit relates to your vehicle, the labor time to upgrade your vehicle may take up to 8 hours.

- (1) Kit 1 will be comprised of a new dashboard, which incorporates behind the dash an improved design for fit and seal of air ducting, enabling less air restriction and improved fit and seal, upgraded blower fan for improved air flow, and a revised HVAC controller module.
- (2) Kit 2 will be comprised of improved air ducting to allow for less air restriction and improved fit and seal, upgraded blower fan for improved air flow, and a revised HVAC controller module.
- (3) Kit 3 will be comprised of an upgraded blower fan for improved air flow, and a revised HVAC control module.

**Call Autocar toll-free at 844-489-3300 to determine which kit is designed for your vehicle. Autocar will work and coordinate with a local service provider to install and upgrade the HVAC system at no charge to you.**

As with all service programs, if you have previously paid for repairs relating to the HVAC system, you may be entitled to recover a portion or all of the amount you paid for those repairs. Submit a copy of all documentation supporting your claim to the Autocar Warranty Department at the address below.

We are excited to offer this HVAC upgrade free of charge to our customers, and hope the enhancement to your vehicle and the HVAC system outweighs any inconvenience the Service Program may cause. We hope you recognize Autocar’s commitment to offering the latest in product design improvements to both our current customers (at no cost to them) as well as our future customers.

Sincerely,  
**AUTOCAR INDUSTRIES, LLC**

ACF 00002 Rev. 003