



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 17, 2009

DICK A GLASS
PRESIDENT
E-N-G MOBILE SYSTEMS, INC.
2245 VIA DE MERCADOS
CONCORD, CA 94520

NVS-215dgl
09V-434

SUBJECT: AIRV CEILING ASSEMBLIES/HEATER ELEMENT

DEAR MR. GLASS:

This letter serves to acknowledge E-N-G- Mobility Systems, Inc's 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:

CHEVROLET/W5500/2008
DODGE/3500/2007-2009
ENG/MIGHTY MOVER/2009
FORD/E-250/2006-2009
FORD/E-350/2006-2009
FORD/E-450/2006-2009
GMC/W4500/2008-2009
INTERNATIONAL/4300/2007
TOYOTA/LAND CRUISER/2009

Mfg's Report Date: October 27, 2009

NHTSA Campaign Number: 09V-434

Components: EQUIPMENT: ELECTRICAL: AIR CONDITIONER

Potential Number of Units Affected: 53

Summary:

E-N-G MOBILE SYSTEM IS RECALLING CERTAIN MODEL YEAR 2008 CHEVROLET W5500, MODEL YEAR 2007-2009 DODGE 3500, MODEL YEAR 2009 MIGHTY MOVER, MODEL YEAR 2006-2009 FORD E-250, E-350 AND E-450, MODEL YEAR 2008-2009 GMC W4500, MODEL YEAR 2007 INTERNATIONAL 4300, MODEL YEAR 2009 TOYOTA LAND CRUISER VEHICLES EQUIPPED WITH CARRIER AIRV CEILING UNITS, MODEL NOS. 68RV0010BA, 68RV0012CA, AND 68RV0010EA. THE HEATER ELEMENT IN THESE ASSEMBLIES MAY BE DEFECTIVE WHICH COULD CAUSE THE UNIT TO CREATE SMOKE OR SPARKS.

Consequence:

THIS DEFECT COULD RESULT IN A FIRE.

Remedy:

E-N-G MOBILE SYSTEM WILL NOTIFY OWNERS AND THE VEHICLES WILL BE REPAIRED BY CARRIER FREE OF CHARGE. PLEASE SEE CARRIER'S DEFECT REPORT 09E-053. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING DECEMBER 2009. OWNERS MAY CONTACT CARRIER AT 1-877-584-7059 OR E-N-G MOBILE SYSTEM AT 925-798-4060.

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).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

Notification to owners as required by 49 CFR Part 577 must be sent by the vehicle manufacturer(s). 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).

We have reviewed Carrier's sample letter for E-N-G Mobile System to use and it meets the requirements of 49 CFR Part 577.

As stated in your report, Carrier will be handling the remedy, and quarterly reporting for this campaign. However, please be advised that 49 CFR 573.6 provides that the vehicle manufacturer is responsible for any safety related defect or any noncompliance in the vehicle or any item of original equipment. If Carrier's campaign is not satisfactory, you may be required to conduct a follow-up notification.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Person', with a long horizontal flourish extending to the right.

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement