



Carrier

A United Technologies Company

October 5, 2009

Office of Safety Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590
ATTN: George Person, Chief, Recall Management Division

**Re: Part 573 Non-Compliance OR Defect Information Report
Campaign No. 09E-053**

Dear Mr. Person:

This letter is provided pursuant to 49 C.F.R. Part 573 and supplements Carrier Corporation's Defect Information Report, dated August 31, 2009 (the "Report") which is attached hereto as Appendix A. As stated in the Report, there is a potential product safety issue in approximately 16,000 Carrier AirV Ceiling Units with heat strips ("AirV Ceiling Units") that were manufactured between May 2007 and 2009 and installed on recreational vehicles (RVs) sold in the US by more than a single original equipment manufacturer. Specifically, the heater assembly in the AirV Ceiling Units may be defective which could potentially create a fire hazard.

Carrier sold the potentially defective units directly to RV manufacturers and to distributors, who then resold them to RV dealers, who in turn resold them to owners/operators. Accordingly, Carrier does not have complete records for the owners/operators of the vehicles installed with the potentially affected AirV Ceiling Units. Attached as Appendix B is the name, address and telephone number for each RV manufacturer and distributor that purchased the AirV Ceiling Units directly from Carrier. Following is the required information that was unavailable at the time the original Report was filed:

573.6(c)(5): Description of Possible Defect

In response to an incident reported to Carrier, as described in the Report, Carrier determined that the AirV Ceiling Unit's heater assembly may enter a faulty state which could potentially produce smoke and/or sparks. The root cause of the failure mode is excessive temperature in a localized area of the heater, due to a combination of manufacturing defects and variability and deviation from the specification.

573.6(c)(8): Remedy

The remedy to address this potential safety issue is to replace each AirV Ceiling Unit's heater assembly.

George Person
October 5, 2009
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A retrofit kit consisting of a new heater assembly will be provided by Carrier for each recalled unit. The retrofit kits should be available in December 2009. In the interim, and as a precautionary measure, we are requesting that the operators of RVs installed with AirV Ceiling Units disconnect the unit to avoid any operation until retrofitted. Attached as Appendix C is a copy of the Service Bulletin on disconnecting the unit.

Carrier has stopped all direct sales of the AirV Ceiling Units and will not resume such sales until a new heater assembly can be incorporated into the units.

Carrier will work in collaboration with the RV manufacturers and distributors to contact end users of the affected units.

Carrier intends to send the letters attached hereto as Appendix D to the RV manufacturers and distributors to which it sold the AirV Ceiling Units notifying them of the potential safety issue.

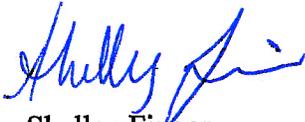
Carrier will also publish notices in various trade and consumer publications targeted toward RV owners and dealers. Copies of all such notices will be submitted to NHTSA prior to publication.

573.6(c)(10): Representative copies of all notices, bulletins and other communications that relate directly to the defect.

In addition to the materials attached, Carrier will forward to NHTSA any additional notices and communications sent to RV manufacturers, distributors and end users.

If you have any questions, please contact me at 860-284-3961 or Shelley.finger@carrier.utc.com.

Sincerely,



Shelley Finger
Senior Counsel
Carrier Corporation

APPENDIX A

Defect Information Report dated 8/31/09



Carrier

A United Technologies Company

August 31, 2009

Office of Safety Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590
ATTN: George Person, Chief, Recall Management Division

Re: Part 573 Non-Compliance OR Defect Information Report

Dear Mr. Person:

This letter is provided pursuant to 49 C.F.R. Part 573. As the importer of record, Carrier Corporation ("Carrier") writes to advise of a potential product issue related to safety in certain Carrier AirV Ceiling Assemblies with heat strips ("AirV Ceiling Assemblies") installed on recreational vehicles (RVs) of more than a single original equipment manufacturer. Specifically, and as outlined below, the heater element in such ceiling assemblies may be defective which could potentially cause the unit to create smoke or sparks.

573.6(c)(1): Manufacturer's Name

Carrier Korea Operations.
981-11 Jangdeok-dong, Gwangsan-gu
Gwangju, Korea 506-730

As imported by:
Carrier Corporation
One Carrier Place
Farmington, CT 06034

573.6(c)(2): Identification of AirV Ceiling Assemblies Impacted

This potential issue affects approximately sixteen thousand (16,000) AirV Ceiling Assemblies that were manufactured between 2007 and 2009 and sold to RV manufacturers and distributors located in the United States.

The AirV Ceiling Assembly is an interior mounted assembly, which when coupled with a Carrier air roof top assembly, provides air conditioning for RV applications. The AirV Ceiling Assembly has dimensions of 25.6"L x 19.7"W x 2.75"H, and an approximate weight of 15 lbs.

Potentially defective AirV Ceiling Assembly part numbers and quantities are as follows:

Part Number	Model Description	Total
99-00469-11	Heat pump free blow	1600
99-00469-02	Heat cool free blow ceiling unit	14500
99-00469-17	Heat pump free blow w/wired T-stat	50

Carrier sold the potentially defective units directly to RV manufacturers and distributors, who then resold them to RV dealers, who in turn resold them to owners/operators. Accordingly, Carrier does not have complete records for the owners/operators of the vehicles installed with the potentially affected AirV Ceiling Assemblies.

573.6(c)(3) & (4): Total Number of AirV Ceiling Assemblies Containing the Defect

Approximately 16,000 AirV Ceiling Assemblies sold in the U.S. are potentially defective.

573.6(c)(5): Description of Possible Defect

The AirV Ceiling Assemblies are installed in the ceiling of the RV. In response to an incident reported to Carrier, as described below, Carrier determined that the heater element may enter a faulty state which could potentially cause smoke and/or sparks. The root cause of the failure mode is currently under investigation.

573.6(c)(6): Chronology of Events

On December 23, 2008 Carrier received a report that a heater element in an AirV Ceiling Assembly installed on an RV had failed creating a burning smell in the RV. Since this incident there have been four additional reported incidents where the heater element of the AirV Ceiling Assembly has failed creating smoke and/or sparks. There have been no reported injuries related to such incidents.

573.6(c)(8): Remedy

The remedy to address this potential safety issue is dependent on the results of Carrier's root cause analysis. Carrier will amend this filing once it has completed its analysis of the AirV Ceiling Assembly failures.

George Person
August 31, 2009
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Until the root cause analysis is completed, as a precautionary measure, Carrier has stopped all direct sales of the AirV Ceiling Assemblies to RV manufacturers and dealers.

573.6(c)(10): Representative copies of all notices, bulletins and other communications that relate directly to the defect.

See response directly above.

If you have any questions, please contact me at 860-284-3961 or Shelley.finger@carrier.utc.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Shelley Finger", with a stylized flourish at the end.

Shelley Finger
Senior Counsel
Carrier Corporation

APPENDIX B

List of RV manufacturers and distributors

APPENDIX B

List of RV manufacturers and distributors
See excel document attached to email

APPENDIX C

Service Bulletin



TRANSICOLD

TAC-SER09-xxx
10-xx-09

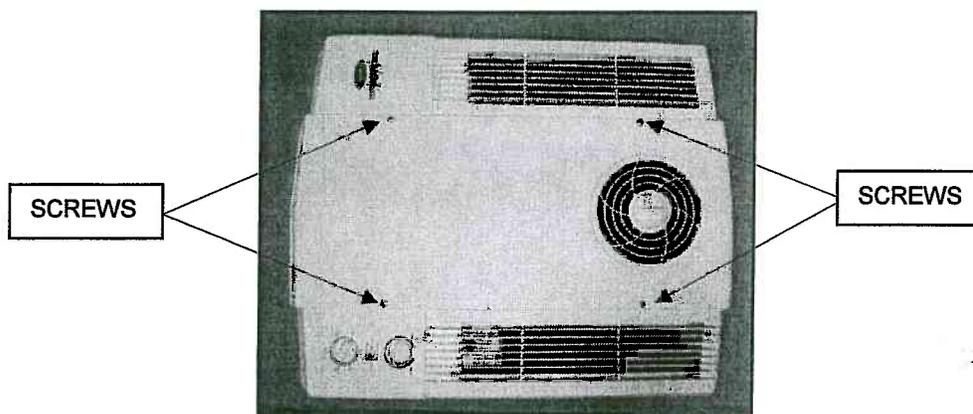
Subject: AirV Ceiling Unit

The AirV Ceiling Unit's heater assembly could fail in an unsafe manner, creating a potential fire hazard. We are advising anyone that has an AirV Ceiling Unit with a heating assembly that was manufactured in or after May 2007 to disconnect the assembly immediately until a replacement heater assembly is available. The units affected are model numbers 68RV0010BA, 68RV0012CA and 68RV0010EA. Part numbers 99-00469-02, 99-00469-11 and 99-00469-17.

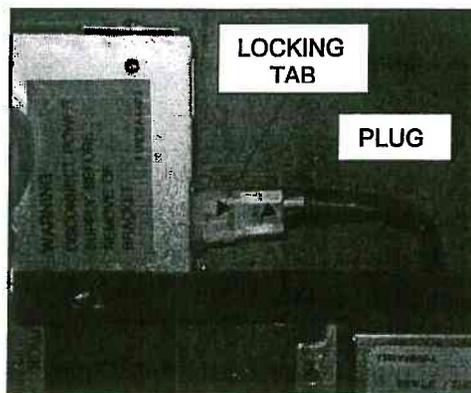
Below are instructions on how to disable the AirV Ceiling Unit's heater assembly.

CAUTION: Disconnect or un-plug the vehicle from the 120 Volt power before continuing with these instructions.

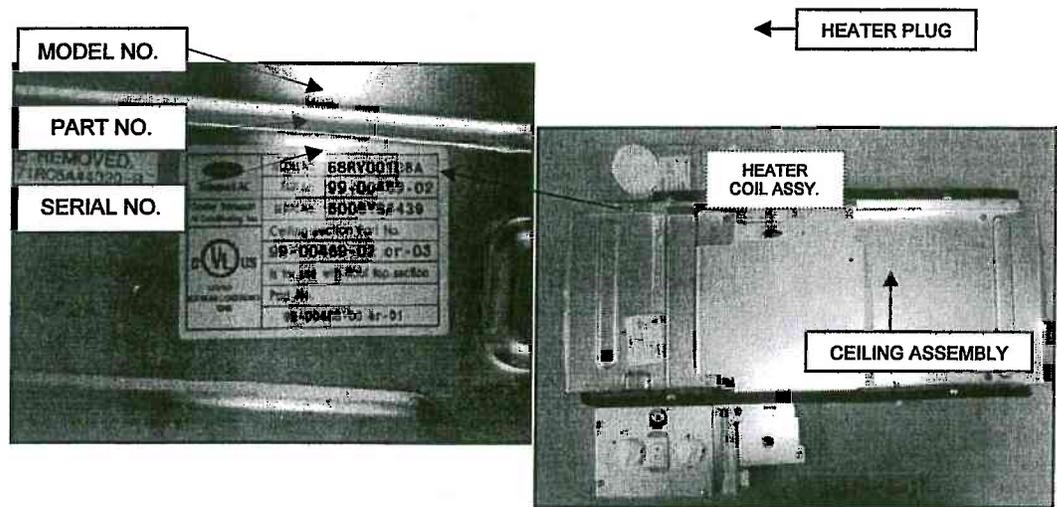
- 1) Remove the cover from the ceiling unit by removing the four (4) screws. Support the cover while removing the 4 screws.



- 2) The ceiling unit with the heater assembly will be exposed. To un-plug the heater assembly, lift the locking tab and pull out the plug.



- 3) The next photo shows the heater plug removed. This has disabled the heater coil assembly. Leave the heater un-plugged until you receive a replacement heater assembly.



- 4) For warranty purposes and to help identify your system you will be asked to supply the model and serial number for your heater assembly. A sample data tag is shown on the photo above.

The replacement units should be available December 15th, 2009. In December, please contact Carrier at (800) 450-2211 or an authorized Carrier Dealer/Service Center so that your unit can be retrofitted.

Contact Carrier Transport Technical Service Hot-Line at (800) 450-2211 with any questions or concerns.

Robert Picker

Service/Warranty Manager
Carrier Transicold Division

BD, BU

APPENDIX D

Model letters to RV manufacturers, distributors & end users

[CARRIER LETTERHEAD]

_____, 2009

[INSERT ADDRESS OF OEM]

Re: **AirV Ceiling Units - Important Notice of Potential Safety Issue**
Models: 68RV0010BA, 68RV0012CA and 68RV0010EA

Dear _____:

This letter is to notify you that Carrier has identified a potential safety issue related to the Carrier AirV Ceiling Units with heat strips ("AirV Ceiling Units") model nos. 68RV0010BA, 68RV0012CA and 68RV0010EA that were manufactured in or after May 2007. Carrier's analysis of the potential safety issue determined that the heater assembly could malfunction and create a potential fire hazard.

Carrier has been notified of a few incidents in which the heater assembly has malfunctioned resulting in the unit emitting smoke and/or sparks. In response thereto, Carrier filed a defect information report with the National Highway Traffic Safety Administration ("NHTSA") notifying the agency of the above referenced potential safety issue. Attached as Appendix A is a copy of the filed report for your reference.

Pursuant to NHTSA regulations, within five days of your receipt of this letter, you must submit a defect information report to NHTSA covering all of the vehicles that you manufactured with one of the AirV Ceiling Units installed as original equipment. This duty applies even though Carrier has already submitted its own defect information report. In addition, if any of your vehicles with these units were sold in Canada, you should also submit a similar report to Transport Canada.

Carrier has undergone its root cause analysis and has developed a retrofit to address this potential safety issue which consists of replacing each AirV Ceiling Unit's heater assembly.

A retrofit kit consisting of a new heater assembly will be provided by Carrier for each recalled unit. The retrofit kits should be available December 15, 2009. In the interim, and as a precautionary measure, the operators of RVs installed with AirV Ceiling Units should be notified and requested to disconnect the unit to avoid any operation until retrofitted. Attached as Appendix B is a copy of the Service Bulletin on disconnecting the unit.

Carrier is willing to notify the end customers on your behalf and implement and manage the rework program, provided you supply Carrier with the contact information for all customers that have purchased the affected units and you obtain NHTSA's approval to send the letter attached hereto as Appendix C to the end customers.

We apologize for any inconvenience this may cause to you or your customers. Please contact me with any questions you may have on this matter.

Robert S. Picker

Manager Service/Warranty
Carrier Transicold
717-767-332

<OEM Logo>

DATE: _____ 2009

TO: Owner
Address
City, State Zip Code

Subject: <OEM Name>- Carrier AirV Ceiling Unit Heater Recall
Models: 68RV0010BA, 68RV0012CA and 68RV0010EA

NHTSA Recall # 09E-053

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

<OEM name> has decided that a defect which relates to motor vehicle safety exists in certain recreational vehicles it manufactured equipped with Carrier AirV Ceiling Units with heater strips ("AirV Ceiling Units") model nos 68RV0010BA, 68RV0012CA and 68RV0010EA. A decision to recall these units was based on information provided by Carrier that a defect exists in the heater assemblies of AirV Ceiling Units manufactured in or after May 2007 and installed in recreational vehicles. <OEM name> installed these AirV Ceiling Units in vehicles that it manufactured from <OEM data> through <OEM data>.

The Problem:

Analysis of the potential safety issue determined that there could be a malfunction in the heater assembly which could create a potential fire hazard.

Affected Vehicle Models:

<u>Model</u>	<u>Model Years</u>
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<OEM data required>

WHAT YOU SHOULD DO

Carrier has undergone its root cause analysis and has developed a retrofit to address this potential safety issue which consists of replacing the heating assembly in each AirV Ceiling Unit. The retrofit kits should be available December 15, 2009. **In the interim, and as a precautionary measure, we are requesting that you disconnect the unit to avoid any operation until the unit is retrofitted.** Enclosed herewith are instructions on how to disconnect the AirV Ceiling Unit's heater assembly. This should be done by a qualified technician or can be brought to an Authorized Carrier Dealer / Service Center which can be located by going to www.airv.carrier.com and clicking on the Dealer Locator link or calling the number below.

If you are no longer the owner of the recreational vehicle on which the AirV Ceiling Unit is installed, we would greatly appreciate you furnishing us, if known, with the name and address of the new owner by calling 1-800-xxx-xxxx.

WHAT WE WILL DO

<OEM Name> in cooperation with Carrier, will provide owners of all covered AirV Ceiling Units a new heater assembly at no charge for parts or labor. Starting in December, please contact Carrier at 1-800-xxx-xxxx or an Authorized Carrier Dealer / Service Center to arrange for the retrofit of your unit.

If <OEM name> or Carrier fails or is unable to remedy this 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 <OEM Name> product are important to us and we regret any inconvenience to you.

Please contact Carrier at 1-XXX-XXXX if you have any questions.

Sincerely,

<OEM Contact>
<Title>

[CARRIER LETTERHEAD]

_____, 2009

[INSERT ADDRESS OF DISTRIBUTOR]

Re: **AirV Ceiling Unit - Important Notice of Potential Safety Issue**
Models: 68RV0010BA, 68RV0012CA and 68RV0010EA

Dear _____:

This letter is to notify you that Carrier has identified a potential safety issue related to the Carrier AirV Ceiling Units with heater strips ("AirV Ceiling Units") model nos. 68RV0010BA, 68RV0012CA and 68RV0010EA that were manufactured in or after May 2007. Carrier's analysis of the potential safety issue determined that the heater assembly could malfunction which could create a potential fire hazard.

Carrier has been notified of a few incidents in which the heater assembly has malfunctioned resulting in the unit emitting smoke and/or sparks. In response thereto, Carrier filed a defect information report with the National Highway Traffic Safety Administration ("NHTSA") notifying the agency of the above referenced potential safety issue. Attached as Appendix A is a copy of the filed report for your reference.

Carrier has undergone its root cause analysis and has developed a retrofit to address this potential safety issue which consists of replacing each AirV Ceiling Unit's heater assembly.

A retrofit kit consisting of a new heater assembly will be provided by Carrier for each recalled unit. The retrofit kits should be available December 15, 2009. In the interim, and as a precautionary measure, we are requesting that the operators of RVs installed with AirV Ceiling Units disconnect the unit to avoid operation until it is retrofitted. Attached as Appendix B is a copy of the Service Bulletin on disconnecting the unit.

Please forward a copy of this letter along with the model letter to end users, attached hereto as Appendix C, to all dealers to whom you sold the AirV Ceiling Units so that they may notify their customers of this potential safety issue. If you sold any of these units directly to end users, please contact us so we can arrange to have those units retrofitted.

If you still have any of the AirV Ceiling Units in your possession or inventory, please contact us at 1-800-xxx-xxxx. Please note that it is a violation of Federal law to sell any of the items covered by this notification unless the defect is remedied.

We apologize for any inconvenience this may cause to you or your customer. Please contact me with any questions you may have on this matter.

Robert S. Picker

Manager Service/Warranty
Carrier Transicold
717-767-3327

<Dealer/Distributor Logo>

DATE: _____ 2009

TO: Owner
Address
City, State Zip Code

Subject: <Dealer/Distributor Name>- Carrier AirV Ceiling Unit Recall
Models: 68RV0010BA, 68RV0012CA and 68RV0010EA

NHTSA Recall # 09E-053

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

Carrier Corporation has decided that a defect exists in its Carrier AirV Units with heater strips ("AirV Ceiling Units") model nos. 68RV0010BA, 68RV0012CA and 68RV0010EA that were sold after May 2007 for installation in recreational vehicles.

The Problem:

Analysis of the potential safety issue determined that there could be a malfunction in the heater assembly which could create a potential fire hazard.

WHAT YOU SHOULD DO

Carrier has undergone its root cause analysis and has developed a retrofit to address this potential safety issue which consists of replacing the AirV Ceiling Unit's heater assembly. The retrofit kits should be available December 15, 2009: **In the interim, and as a precautionary measure, we are requesting that you disconnect the unit to avoid operation until the unit is retrofitted.** Enclosed herewith are instructions on how to disconnect the AirV Ceiling Unit's heater assembly. This should be done by a qualified technician or can be brought to an Authorized Carrier Dealer / Service Center which can be located by going to www.airv.carrier.com and clicking on the Dealer Locator link or calling the number below.

If you are no longer the owner of the recreational vehicle on which the AirV Unit is installed, we would greatly appreciate you furnishing us, if known, with the name and address of the new owner by calling 1-XXX-XXXX.

WHAT WE WILL DO

<Dealer/Distributor name> in cooperation with Carrier, will provide owners of all covered AirV Ceiling Units a new heater assembly at no charge for parts or labor. Starting in December, please contact Carrier at 1-xxx-xxxx or an Authorized Carrier Dealer / Service Center to arrange for the retrofit of your unit.

If Carrier fails or is unable to remedy this 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>.”

We regret any inconvenience this may cause to you.

Please contact Carrier at 1-xxx-xxxx if you have any questions.

Sincerely,

<Dealer/Distributor Contact>

<Title>