



December 8, 2009

TO:

Subject: Carrier AirV Ceiling Unit Heater Recall
Models: 68RVOOIOBA, 68RV0012CA and 68RVOOIOEA
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

E-N-G has been notified by Carrier Corporation 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. 68RVOOIOBA, 68RVOOI2CA and 68RVOO IOEA. 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. E-N-G installed these AirV Ceiling Units in vehicles that it manufactured from May 2007 through December 2009.

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:

Any vehicles manufactured with the Carrier AirV ceiling units referenced above.

Our records indicate that you purchased parts from E-N-G for Carrier AirV ceiling units which are affected by this recall.

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 1-877-584-7059.

WHAT WE WILL DO

E-N-G, 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 1-877-584-7059 or an Authorized Carrier Dealer / Service Center to arrange for the retrofit of your unit. If E-N-G 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 1-888-3274236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>."

Your safety and satisfaction with your E-N-G product are important to us and we regret any inconvenience to you.

Please contact Carrier at 1-877-584-7059 if you have any questions.

Sincerely,

Dave Troxell,
Director of Operations