

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Responsibility and Reports<sup>1</sup>**

On FEBRUARY 10, 2011, STARTRANS [MFR] decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: APRIL 8<sup>th</sup> 2011

Furnish the manufacturer's identification code for this recall (if applicable): DD0314

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

<u>STARTRANS</u>	<u>Supreme Corp (Parent Co)</u>
<u>2592 E. KERCHER RD.</u>	<u>PO BOX 463</u>
<u>GOSHEN IN 46528</u>	<u>GOSHEN, IN 46528</u>

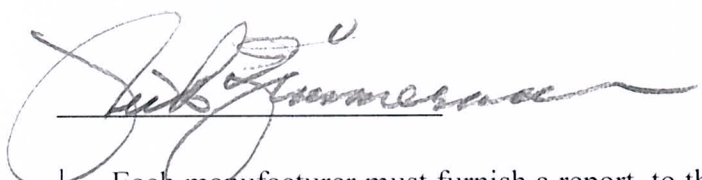
Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

MIKE ZIMMERMAN  
WARRANTY MANAGER

Telephone Number: 574-642-0810 Fax No.: 574-642-0800

Name and Title of Person who prepared this report.  
MIKE ZIMMERMAN  
WARRANTY MANAGER

Signed:



<sup>1</sup> Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

**I. Identify the Vehicle Models Involved in the Recall**

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_

Production Dates: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

Vehicle Type: \_\_\_\_\_ Bodystyle: \_\_\_\_\_

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

SEE ATTACHED STARTRAN Models (OPTIONAL A/C TO  
STANDARD'S PRODUCT OFFERING

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_

Production Dates: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

Vehicle Type: \_\_\_\_\_ Bodystyle: \_\_\_\_\_

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

SEE STARTRANS BUS Models  
OPTIONAL A/C TO STANDARD'S PRODUCT OFFERING S...

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_

Production Dates: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

Vehicle Type: \_\_\_\_\_ Bodystyle: \_\_\_\_\_

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_  
\_\_\_\_\_

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

**II. Identify the Recall Population**

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model	Year	Number of Vehicles Potentially Involved
AZURE Hybrid - 11	PROTOTYPE	- 4
CANDIDATE - 276	SENATOR	- 1,331
CANDIDATE II - 44	SENATOR II	- 217
E-LO - 3	SENATOR TOUR LINER	- 4
SENATOR H.D. - 91	TROLLEY MODEL	- 71
PRESIDENT HF - 1	SENTINEL BUS	- 46
PRESIDENT - 31		

Total Number Potentially Affected by the Recall: JAN 2006 2130  
DEC 2010

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

WE WERE CONTACTED BY OUR SUPPLIER INFORMING US OF THE RECALL,  
DATES AND RECALL DATA. WE IN TURN STARTED OUR OWN  
RESEARCH IN OUR ORDER BANK SYSTEM - UNITS PRODUCED  
IN THE RECALL DATES FOR CARRIE TRANSCOLD UNITS WITH  
EM-1 EVAPORATOR FUSES

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

THE EM-1 FUSE HOLDER MAY WITH TIME AND TEMPERATURE AND OR VIBRATION MAY LOOSEN IN THE FUSE HOLDER CAUSING HIGH RESISTANCE.

Describe the cause(s) of the defect or noncompliance condition.

VIBRATION, TIME & TEMPERATURE

Describe the consequence(s) of the defect or noncompliance condition.

FUSE HOLDER COULD MELT, AND MAY BE ACCOMPANIED BY FLAME, SMOKE AND POTENTIAL FIRE PROPAGATION WITH IN THE EM-1 FUSE HOLDER

Identify any warning which can (a) precede or (b) occur.

SMOKE AND ARCING

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

CARRIER TRANS, COLO. DIVISION  
(CARRIER CORPORATION)  
50 GRUMBACHER RD.  
YORK PA. 17406

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

JOHN WOODS - GENERAL MANAGER

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims. - SEE ATTACHED CARRIER TRANSICOLIS DOCUMENTS
7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

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V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

REMEDY- THROUGH OUR OWN RECORDS DETERMINE THE NUMBER OF UNITS SHIP/VEHICLES VIA LETTER CONTACT INSTRUCTING THE OWNER WHAT TO DO.

RECALL CONDITION- LETTER SHALL INSTRUCT THE OWNER TO TAKE SAID VEHICLE TO HIS/HER CLOSEST STARTRAIL OR CARRIER DEALER

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

To PROVIDE INSTRUCTIONS AND A NEW HOUSER  
AND FUSE

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

RETRO FIT KIT CONSISTING FUSE HOUSER, FUSE, CONNECTOR

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

ON FEBRUARY 10, 2011 INFORMATION WAS RECEIVED FROM  
CARRIER TRANSICOLD IN THE MAIL. COPIES WERE SENT TO ALL  
DEPARTMENT HEADS. TELLING AND INSTRUCTING PRODUCTION AND  
PURCHASING WHAT TO DO BASED ON CARRIER TRANSICOLD  
ATTACHED DOCUMENTS.

#### VI. Identify the Recall Schedule

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

- FEBRUARY 10<sup>TH</sup> 2011 STAETRANS NOTIFIED
- APRIL 8<sup>TH</sup> SUBMITTED TO ODI OFFICE
- ONCE ODI APPROVES STAETRANS DOCUMENTS WE WILL ISSUE AN  
OWNER NOTIFICATION LETTER APR. MAY TIME FRAME

## VII. Furnish Recall Communications

11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) or by E-Mail to [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.



February 10, 2011

North Central Coach Sales/Equipment  
2629 Clearwater Road  
Saint Cloud, MN 56302

Re: GEN V EM-1 Evaporator Fuse Assembly  
Recall #11E-003

MAINTENANCE SUPERVISOR/MANAGER:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

This letter is to notify you that Carrier Transicold ("Carrier") has decided that a defect which relates to motor vehicle safety exists in certain vehicles that you purchased which are equipped with Carrier GEN V EM-1 Evaporator Units ("EM-1 Units"). Carrier has filed a defect information report with the National Highway Traffic Safety Administration ("NHTSA") notifying the Agency of this potential safety issue and of its decision to recall these EM-1 Units. This decision was based on information that a possible safety defect exists in the Gen V EM-1 Evaporator Units equipped with an Allied Motion motor assembly containing a Delphi Pack-ConII fuse holder shipped after January 1, 2006 for installation in commercial, school and shuttle buses. 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.

This recall covers EM-1 Units installed as original equipment or in which an EM-1 Unit was installed subsequent to manufacture, part numbers 77-62112-XX and 77-62512-XX, manufactured between January 2006 and December 2010, starting with serial number KNT90890232 ending with serial number NNE912230058.

Carrier has conducted root cause analysis and developed a retrofit to address this potential safety issue. A retrofit kit composed of a new fuse holder configuration, inclusive of a fuse, connectors and complete installation instructions will be provided by Carrier for each EM-1 evaporator assembly and be available on or before March 15. A copy of the Retrofit Bulletin is attached as Appendix A to this notification letter. Carrier will provide owners of all covered EM-1 Units a rework for the potential defect at no charge for parts or labor.

If 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>.

We apologize for any inconvenience this may cause to you. Should you have any questions regarding the retrofit procedure or availability of the retrofit kit, please contact the Carrier recall hotline at 1 800-793-4741.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Picker".

Robert S. Picker  
Manager Service/Warranty  
Carrier Transicold

Carrier Transicold Division, Carrier Corporation  
50 Grumbacher Road, York, PA 17406

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Telephone 800-673-2431

FAX 717-764-0401





TAC-SER11-001  
01-31-11

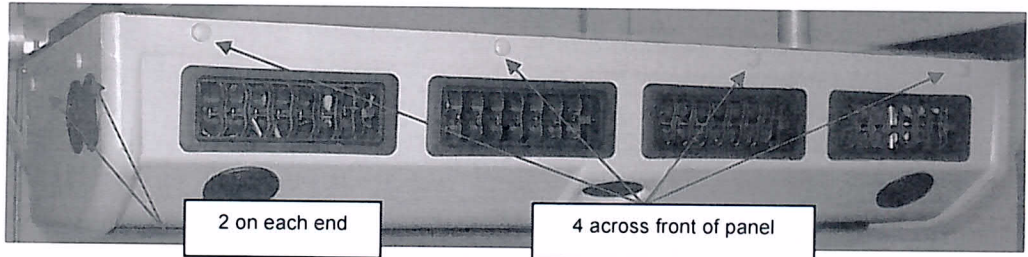
**Subject: EM1 Gen V Evaporator Units**

The EM1 GenV blower motor fuse assembly could fail in an unsafe manner, creating a potential fire hazard. We are advising that any units manufactured between January 1, 2006 and December 2010 must have the evaporator motor in-line fuse assembly upgraded with the retrofit kit 74-62056-00. The only units affected are EM1 GenV evaporator modules, part numbers 77-62512-XX and 77-62112-XX, with serial numbers between KNT90890232 and NNE91230058. Customers with EM1 GenV units prior to the above mentioned serial numbers and dates that have had Carrier replacement motors 54-00621-00 installed, will also require this upgrade.

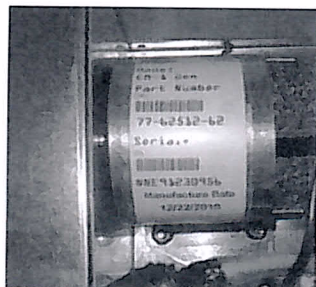
Below are instructions on how to identify and confirm the affected units by the unit identification tag, and visual confirmation of the fuse assembly.

**CAUTION: Disconnect the vehicle battery and use proper lockout/tagout procedures for your safety.**

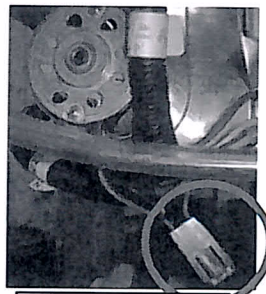
- 1) Remove the cover from the evaporator by removing the 8 screws shown below. Properly support the cover while removing the screws.



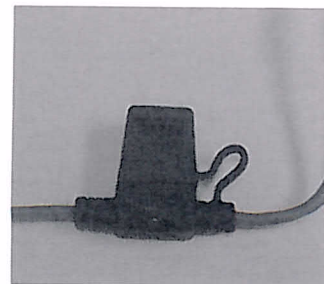
- 2) Once the cover has been removed, the identification tag containing the unit part number, manufacture date, and serial number can be found on the motor "cradle" mount, as seen in the photo below (on left). Compare the information to the above mentioned manufacture date, and/or serial number. Units employing a fuse holder as appears circled in red below require the upgrade with the new fuse holder.



Serial Number Tag



Old Fuse Holder



New Fuse Holder

- 3) Once it has been identified that the unit requires the fuse assembly upgrade, the serial number of the unit should be recorded for each affected unit.
- 4) Carrier has set up a dedicated Hotline to obtain the Retrofit kit required to perform the upgrade. The serial number of each unit **will be required when kits are ordered**. The kit(s) will be shipped to the address provided at no charge. Materials and instructions to perform work will be provided with the kit.
- 5) The time allowance to perform this re-work is ½ hr. To submit for labor reimbursement, a warranty claim needs to be filed with Carrier. The process and codes to be used are as follows.
  1. In the "Part number" category, enter "PT11-01" (no MPR required).
  2. Under "Job Code" enter "PT11-01 L" (this is for 0.50 hours labor).
  3. Submit claim

**Availability of the retrofit kits is expected to be on or about the week of 3/15/2011.** After this date, please contact Carrier Recall Hotline at (800) 793-4741 or an authorized Carrier Dealer/Service Center so that your unit can be retrofitted.

Robert Picker

Service/Warranty Manager  
Carrier Transcold Division