



DATE: April 18<sup>th</sup> 2011

**TO:** Owner  
Address  
City, State, Zip Code

**Subject: Startrans Bus Carrier GenV EM-1 Evaporator Unit NHTSA Recall # 11V-225  
& 11V-227**

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**

Startrans Bus has decided that a defect which relates to motor vehicle safety exists in certain vehicles it manufactured with Carrier GenV EM-1 Evaporator Units. This decision was based on information provided by Carrier 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-ConIII fuse holder shipped after January 1, 2006 for installation in commercial, school and shuttle buses. Startrans Bus installed these GenV EM-1 Evaporator Units in vehicles that it manufactured from January 2006 through December 2010.

#### **The Problem:**

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.

**Affected Vehicle Models:**

| <u>Model</u>                   | <u>Model Years</u> |
|--------------------------------|--------------------|
| StarTrans / Azure Hybrid       | 2006-2010          |
| StarTrans / Candidate          | 2006-2010          |
| StarTrans / Candidate II       | 2006-2010          |
| StarTrans / E-LO               | 2006-2010          |
| StarTrans / President          | 2006-2010          |
| StarTrans / Senator            | 2006-2010          |
| StarTrans / Senator HD         | 2006-2010          |
| StarTrans / Senator II         | 2006-2010          |
| StarTrans / Senator Tour Liner | 2006-2010          |
| StarTrans / Sentinel Bus       | 2006-2010          |
| StarTrans / Trolley            | 2006-2010          |

**WHAT WE WILL DO**

StarTrans Bus in cooperation with Carrier, will provide owners of all covered EM-1 Units a rework for the potential defect at no charge for parts or labor.

If StarTrans Bus or 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>.

Your safety and satisfaction with your StarTrans Bus product are important to us and we regret any inconvenience to you.

Please contact us or the Carrier Hot Line at 1-800-793-4741 if you have any questions.

Sincerely,

Mike Zimmerman  
Warranty Manager