

**Markey, Erin L.**

**UTC CCS**

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**From:** Smith, Kiana UTC CCS  
**Sent:** Friday, March 22, 2019 1:42 PM  
**To:** [REDACTED]  
**Subject:** IMPORTANT SAFETY MESSAGE  
**Attachments:** Carrier Transicold Mid-Atlantic.pdf

**Please promptly review the attached, important safety message from Carrier Transicold.**



**IMPORTANT SAFETY MESSAGE**



March 22, 2019

**IMMEDIATE ACTION REQUIRED: *ComfortPro* Standalone Auxiliary Power Units Models 210STA and PC6112**

Dear Dealer:

This is a safety recall notice under the National Traffic and Motor Vehicle Safety Act. Failure to perform the inspection and installation work described in this letter could result in personal injury.

Carrier Transicold has decided that a defect which relates to motor vehicle safety exists in *ComfortPro* branded standalone auxiliary power unit models 210STA and PC6112 manufactured between June 2012 and December 2018 in the following serial number ranges (together, the “affected APUs”).

Model	PC6112		210STA
Manufacturing Location	Kitchener, ON	Athens, GA	Athens, GA
Starting Serial Number	ETD22204662	SVV91533928	TVB91554548
Ending Serial Number	ETD22228719	TVA91551985	TVH91580276

According to Carrier Transicold’s records, affected APUs were sold through your dealership. A list of the affected APUs which Carrier Transicold has on record as being sold through your dealership is attached to assist you in locating those affected APUs.

The affected APUs make use of a second power supply harness that is not protected by a ground fault circuit interrupter (“GFCI”) connector. Without the use of a GFCI connector, there is a potential for an electrical short to occur which could put an individual operator/technician at risk of electric shock. For this risk to be observed the affected APUs’ second power supply harness would need to be compromised or damaged during use and then the individual would need to touch or otherwise come into contact with the damaged harness.

Carrier Transicold anticipates having a GFCI connector kit available beginning in early to mid-May 2019 to address this risk. Once that GFCI connector kit is available, Carrier Transicold asks that you contact all end user customers to whom your dealership sold affected APUs and arrange to inspect and install the GFCI connector on those affected APUs. A service bulletin and technical instruction containing the information and instructions you will need to order quantities of the GFCI connector kits to complete the inspections and installations in your area will be sent to you in early to mid-May 2019, if not sooner. All parts and labor costs associated with this inspection and installation will be reimbursed by Carrier Transicold through Carrier Transicold’s standard warranty claim process. The warranty claim details, including the proper reserve number, will be included in the service bulletin.

For affected APUs currently in your inventory, the inspection and GFCI connector installation must be done on all new installations before you deliver any of these affected APUs to the customer. Please note that it is a violation of federal law to deliver any new or used unit covered by this notification under sale or lease until the defect is remedied.

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

Affected APUs you have already delivered to customers must be inspected and have the GFCI connector installed as soon as possible after we make the GFCI connector kits available to you. Carrier Transicold is also sending a notice of this required inspection and GFCI connector installation to customers in the attached form.

Should you have any questions regarding this notification, please do not hesitate to contact your regional sales or service contacts, or Carrier Transicold at 800-448-1661.

Regards,

Carrier Transicold Service Engineering

(2) Attachments

**List of Customers with Affected APUs**

Form of Customer Letter



**IMPORTANT SAFETY MESSAGE**



March 22, 2019

**IMPORTANT SAFETY RECALL**

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

*Customer Name*  
*Customer Address*

Dear Valued Customer:

Carrier Transicold has decided that a defect which relates to motor vehicle safety exists in “*ComfortPro*” standalone auxiliary power unit models 210STA and PC6112 manufactured between June 2012 and December 2018 in the following serial number ranges (together, the “affected APUs”).

Model	PC6112		210STA
Manufacturing Location	Kitchener, ON	Athens, GA	Athens, GA
Starting Serial Number	ETD22204662	SVV91533928	TVB91554548
Ending Serial Number	ETD22228719	TVA91551985	TVH91580276

Our records indicate that affected APUs are registered to your company under the serial number(s) listed in the attachment to this letter.

The affected APUs make use of a second power supply harness that is not protected by a ground fault circuit interrupter (“GFCI”) connector. Without the use of a GFCI connector, there is a potential for an electrical short to occur which could put an individual operator/technician at risk of electric shock. For this risk to be observed the affected APUs’ second power supply harness would need to be compromised or damaged during use and then the individual would need to touch or otherwise come into contact with the damaged harness.

Beginning in late May 2019 your authorized Carrier Transicold dealer will contact you to arrange to have all affected APUs shown in the attachment to this letter or otherwise in your possession inspected. During that inspection the dealer will add a GFCI connector to your affected APUs’ second power supply harness. The inspection and addition of the GFCI connector are projected to take 0.5 hours and are provided at no charge to you.

Carrier Transicold dealers have also received notice that the defect is present and the GFCI connector should be added. If your Carrier Transicold dealer has already completed this inspection and addition of the GFCI connector in accordance with this notice, no further action is required. If you are unsure whether this occurred, please confirm with your dealer as soon as possible.

Should you need help in locating an authorized Carrier Transicold dealer in your area or have any questions, please call the Carrier Transicold Action Line at 800-448-1661.

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

If you believe that Carrier Transicold has failed to remedy the defect without charge, or if you believe that Carrier Transicold has failed to remedy the defect (without charge) within sixty (60) days of your first attempt to obtain the repair, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue 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>.

Regards,

Carrier Transicold Service Engineering