



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 27, 2020

Mr. William Maddox  
Carrier Corporation  
700 Olympic Drive  
Athens, GA 30601

NEF-150KL  
20E-014

**Subject:** Battery/Standby Cables Improperly Wired

Dear Mr. Maddox:

This letter serves to acknowledge Carrier Corporation's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CARRIER TRANSICOLD/TRUCK REFRIGERATION UNITS/9999

**Mfr's Report Date:** March 20, 2020

**NHTSA Campaign Number:** 20E-014

**Components:**

ELECTRICAL SYSTEM:BATTERY:CABLES  
EQUIPMENT:ELECTRICAL

**Potential Number of Units Affected:** 711

**Problem Description:**

Carrier Corporation (Carrier) is recalling certain Carrier Transicold Supra series S6, S7, S8 and S9 Truck Refrigeration Units (TRU). The TRUs battery and standby cables may be improperly routed, allowing contact and chafing with the engine oil pan.

**Consequence:**

If the cables chafe the engine oil pan, the cables can become damaged and short, increasing the risk of a fire.

**Remedy:**

Carrier will notify owners, and dealers will inspect and reroute and secure the TRUs battery and standby cables, as necessary, free of charge. The recall is expected to begin April 20, 2020. Owners may contact Carrier customer service at 1-800-448-1661. Carrier's number for this recall is R-969.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Carrier Corporation's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- Your company's 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 your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company'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 your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kristin Lepper who may be reached by phone at 202-366-5227, or by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement