

From: Smith, Kiana

Sent: Tuesday, May 19, 2020 3:47 PM

To: Tracey.Maynor@wbservice.com; Marke@wbservice.com; Roberts@wbservice.com

Subject: IMPORTANT SAFETY MESSAGE

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



IMPORTANT SAFETY MESSAGE



May 19, 2020

IMMEDIATE ACTION REQUIRED: Supra Series S6, S7, S8 & S9 Diesel Truck Refrigeration Units

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 property damage or personal injury.

Carrier Transicold has determined that a defect that relates to motor vehicle safety exists in all *Supra* series S6, S7, S8 and S9 road only and standby models of diesel truck refrigeration units manufactured shipped before February 24, 2020 (together, the “affected TRUs”). According to Carrier Transicold’s records, affected TRUs were sold through your dealership. A list of the affected TRUs, by serial number, that Carrier Transicold has on record as being sold through your dealership is attached to assist you in locating those affected TRUs.

The battery cables of both the road only and stand by models and the standby cables of the standby models of the affected TRUs are routed in a manner that they may come into contact with and chafe against the affected TRUs’ engine oil pan. This chafing can, under certain conditions, damage the cables and lead to electrical arcing and possibly a fire.

Carrier Transicold is requesting that you inspect and reroute and secure, and if necessary, repair, affected TRUs’ battery and standby cables. The enclosed service bulletin SER20-015 and Technical Instruction 98-50415-00 contain the information and instructions you will need to complete the inspection and rework.

If you know of any customer who had previously completed the remedy work described in this notification letter and the customer paid for that work; or if any customer contacts you claiming that they have previously completed the remedy work described in this notification letter and such work was not covered by the manufacturer’s warranty, or that they otherwise were obligated to pay for such work, please collect the following information and submit to Carrier Transicold: (1) the customer’s name and contact information; (2) the date and place of work; (3) the description of work performed; (4) the price of said work; and (5) copies of any work order(s) or receipt(s).

For affected TRUs currently in your inventory, the battery and standby cable inspection and rework must be done on all new installations before you deliver any of these affected TRUs 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 TRUs you have already delivered to customers must be inspected and have the battery and standby cable rework completed as soon as possible. Carrier Transicold is also sending a notice of this required inspection and field action 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 TRUs

Form of Customer Letter



IMPORTANT SAFETY MESSAGE



May 19, 2020

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:

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 property damage or personal injury.

Carrier Transicold has determined that a defect that relates to motor vehicle safety exists in all *Supra* series S6, S7, S8 and S9 road only and standby models of diesel truck refrigeration units shipped before February 24, 2020 (together, the “affected TRUs”). Our records indicate that affected TRUs are registered to your company under the serial number(s) listed in the attachment to this letter.

The battery cables of both the road only and stand by models and the standby cables of the standby models of the affected TRUs are routed in a manner that they may come into contact with and chafe against the affected TRUs’ engine oil pan. This chafing can, under certain conditions, damage the cables and lead to electrical arcing and possibly a fire.

Your authorized Carrier Transicold dealer will contact you to arrange to have all affected TRUs shown in the attachment to this letter or otherwise in your possession inspected. During that inspection the dealer will reroute and secure, and if necessary, repair, affected TRUs’ battery and standby cables. The inspection and rework will be provided at no charge to you. Carrier Transicold estimates the inspection and securing of an affected TRU’s battery and standby cables will take one and one half hours. If the affected TRU’s battery and standby cables must be repaired, the inspection, securing and repair is expected to take two hours.

Carrier Transicold dealers have also received notice that the defect is present and that the affected TRUs’ battery and standby cables should be inspected and reworked. If your Carrier Transicold dealer has already completed this inspection and rework 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. If you believe you have previously completed the remedy work described in this notification letter and such work was not covered by the manufacturer's warranty, or you otherwise were obligated to pay for such work, please contact your dealer for reimbursement, if appropriate. Should you need help locating an authorized Carrier Transicold dealer in your area, wish to confirm whether your Carrier Transicold equipment is affected by this notice or have any other 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

(1) attachment

Customer Affected TRU Serial Number List



SERVICE BULLETIN

SER20-015
05/19/2020

SUBJECT: IMMEDIATE ACTION REQUIRED: Supra® Series Battery and Standby Cabling Routing Inspection and Correction

Carrier Transicold has determined that all Supra Series S6, S7, S8, and S9 road only and standby models shipped prior to February 24, 2020 ("the affected TRUs") must be inspected and re-worked to eliminate a potentially hazardous condition. The battery cables of both the road only and standby models and the standby cables of the standby models of the affected TRUs are routed in a manner that they may come into contact with and chafe against the affected TRUs' engine oil pan. This chafing can, under certain conditions, damage the cables, which eventually could lead to electrical arcing and possibly a fire.

To address this potentially hazardous condition, Carrier Transicold is asking dealers to follow the procedures in Technical Instruction 98-50415 to inspect, reroute, and secure, and if necessary, repair, the battery and standby cables within the Supra Series unit. A list of affected unit serial numbers has been sent to each selling dealer and can be checked via Warranty Lookup within the TransCentral™ system.

Please contact Carrier Transicold at 800-448-1661 if you have any questions about this required rework. Please take all steps necessary to promptly inform your customers of this required rework to ensure timely completion. All labor and parts costs associated with this rework will be reimbursed by Carrier Transicold. All rework must be completed as soon as possible.

Submit a standard warranty claim and reference R#969. Add the corresponding labor time per Table 1 based on the required work content. Send photos to warranty.ctd@carrier.com and reference claim number in the subject line.

Standby and Battery Cables Inspection and Correction	
Models	S6, S7, S8, S9
R#	969
Instruction	98-50414
S/N range	All units shipped before February 24, 2020 Check Warranty Lookup for affected s/n's
Labor	0.5 hrs for inspection and reroute cables 2.0 hrs for inspection, cable repair, and reroute

Table 1

If you know of any customer who had previously completed the inspection and rework described in Technical Instruction 98-50415 and the customer paid for that rework; or if any customer contacts you claiming that they have previously completed the rework described in Technical Instruction 98-50415 and such work was not covered by the manufacturer's warranty, or that they otherwise were obligated to pay for such rework, please collect the following information and email to warranty.ctd@carrier.com: (1) the customer's name and contact information; (2) the date and place of work; (3) the description of work performed; (4) the price of said work; and (5) copies of any work order(s) or receipt(s).



TECHNICAL INSTRUCTIONS

SUPRA® SERIES STANDBY AND BATTERY CABLES ROUTING INSPECTION AND CORRECTION

PARTS REQUIRED

Quantity	Part Number	Part Description
2	44-60121-00	Fir tree ty-wrap base
30	44-60024-25	Heavy duty ty-wrap
1	58-01449-00	Swivel ty-wrap base
25	34-60264-01	Rivet

OPTIONAL PARTS

Quantity	Part Number	Part Description
1	22-60350-11	Positive battery cable
1	22-60350-10	Negative battery cable
1	91-01186-52	Standby cable assembly
1	P/L	Liquid electrical tape

INSTRUCTIONS

This instruction is to inspect, reroute, and secure, and if necessary, repair, the standby and battery cables within the Supra Series unit. Refer to SER20-015 to determine specific serial numbers for units needing the inspection.

WARNING

Hold any start switch in the OFF position. If the switch is in the OFF position, the proper lockout/tagout procedure must be followed. All unit inspection/working to be properly insulated.

CAUTION:

Before performing any work, ensure the unit start-run off switch (SROS) is in the OFF position, the negative battery cable is disconnected, and any external shore power is

removed. Proper lockout / tag out procedures **MUST** be followed.

1. Remove clamps and ty-wraps used to secure the standby and battery cables as required to allow for enough cabling to be available for proper routing.
2. Inspect standby and battery cables plus fuel lines for any signs of wear or abrasion. Repair or replace cables as needed. Minor abrasions in the battery cables can be repaired using liquid electrical tape (local purchase part). The standby cable should be replaced if the outer insulation jacket has been abraded where the individual wire insulation is visible.

3. Insert fir tree ty-wrap base (part # 44-60121-00) in hole provided in unit frame located under the control box (see Figures 1 and 2).



Figure 1

4. Secure high voltage standby cable with heavy duty ty-wrap (part # 44-60024-25). Ty-wrap should be installed approximately 9.5 inches from exit point of control box. Ensure cable is not pulled so tight it creates a gap around rubber grommet in control box (see Figure 2).

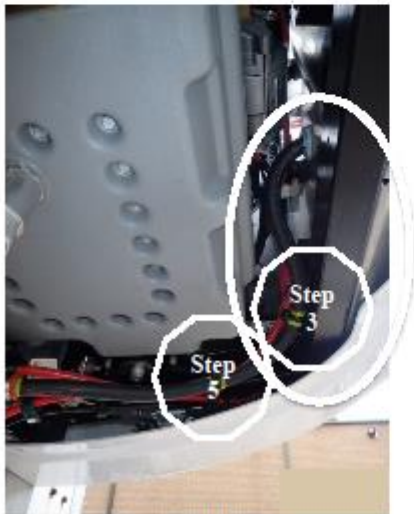


Figure 2

5. Insert fir tree ty-wrap base (part # 44-60121-00) in hole provided in the bottom of the frame located by the motor mount (see Figures 2 and 3).

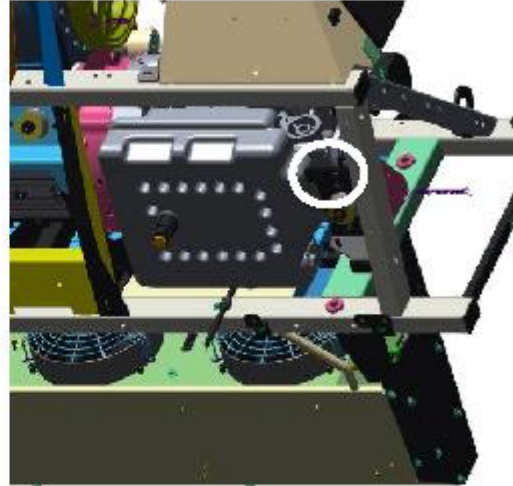


Figure 3

6. Secure the positive battery cable and swivel with heavy duty ty-wrap (see Figure 4).
7. Secure the standby cable to the swivel on the positive battery cable. Ensure the positive battery cable and standby cables do not come in contact with each other (see Figure 4).



Figure 4

8. Clamp all lines and cables using the originally supplied clamps and mounting bracket (see Figure 5). Ensuring the high voltage cable does not make contact with any of the 12 VDC cables.

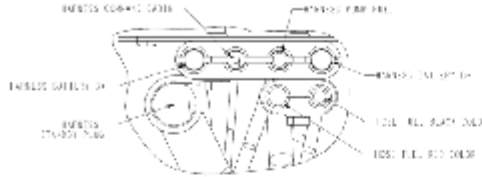


Figure 5

9. Secure the standby cable down the front wall of the truck body. The first securing point should be approximately 2 inches down from the bottom of the unit frame and every 12 inches all the way to the bottom of the truck body (see Figure 6).
10. Secure the positive battery cable, cab command cable and fuel pump cable, with the first securing point approximately 3 inches down from the bottom of the unit frame. Secure these cables every 12 inches down the front wall of the truck body. The securing point should be stagger from the standby cable (see Figure 6).
11. Secure the negative battery cable and the two fuel lines, with the first securing point approximately 4 inches down from the bottom of the unit frame. Continue to secure the negative battery cable and fuel lines down the front wall of the truck body every 12 inches. These securing points should be staggered to the positive battery, cab command and fuel pump cables (see Figure 6).

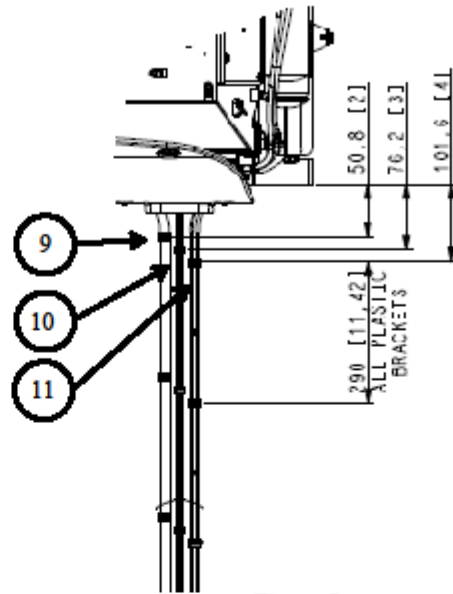


Figure 6