

From: Smith, Kiana
Sent: Wednesday, April 22, 2020 12:11 PM
To:
Subject: IMPORTANT SAFETY MESSAGE

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



IMPORTANT SAFETY MESSAGE



April 22, 2020

IMMEDIATE ACTION REQUIRED: Vector 8611MT Multi-Temperature Trailer Refrigeration Unit

Dealer Name

Dealer Address

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 Vector 8611MT multi-temperature trailer refrigeration units manufactured before February 12, 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 affected TRU's generator harness is routed in a manner that it may come into contact with and chafe against a chassis bolt and/or the affected TRU's generator. This chafing can, under certain conditions, damage the harness and lead to electrical arcing and possibly a fire.

Carrier Transicold is requesting that you inspect and reroute and secure affected TRUs' generator harness. The enclosed service bulletin SER20-013 and Technical Instruction 98-50414-00 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 generator harness 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 generator harness 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



April 22, 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 Vector 8611MT multi-temperature trailer refrigeration units manufactured before February 12, 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 affected TRU's generator harness is routed in a manner that it may come into contact with and chafe against a chassis bolt and/or the affected TRU's generator. This chafing can, under certain conditions, damage the harness 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 affected TRUs' generator harness. The inspection and rework will be provided at no charge to you. Carrier Transicold estimates the inspection and rework will take approximately thirty minutes.

Carrier Transicold dealers have also received notice that the defect is present and that the affected TRUs' generator harness 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

SER20-013
04/22/2020

SUBJECT: REQUIRED Vector™ 8611MT Generator Harness Inspection & Routing Correction

Carrier Transicold has determined that all Vector 8611MT multi-temperature trailer refrigeration units manufactured before February 12, 2020 must be inspected and re-worked to eliminate a potentially hazardous condition. For the units identified in the serial number range listed below, the generator wiring harness is routed in a manner that it may come into contact with and chafe against a chassis bolt and/or the affected TRU's generator. This chafing can, under certain conditions, damage the wiring harness and lead to electrical arcing and possibly a fire.

Carrier Transicold has developed an inspection and rework procedure to address this potential hazard. Vector 8611MT units listed in the serial number range below must have the inspection and rework completed per Technical Instruction 98-50414-00 as soon as possible.

Starting S/N	TAB91554128
Ending S/N	TAZ91636975
Labor hours	0.5 hrs

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# 968. Add the corresponding labor time of 0.5 hr in the additional labor field. If additional work time is necessary based on the wiring harness condition, pictures of the wiring harness condition along with the Warranty Claim Number must be emailed to warranty.ctd@carrier.com in order for the claim to be paid.

If you know of any customer who had previously completed the inspection and rework described in Technical Instruction 98-50414-00 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 98-50414-00 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).

Service Information

TD



TECHNICAL INSTRUCTIONS

VECTOR™ 8611MT GENERATOR HARNESS INSPECTION & ROUTING CORRECTION

Quantity	Part Number	Part Description
1	58-05100-00	Fir Tree
1	58-00079-00	Cable Tie
As needed	66-U---1--3803	¼" Shrink tubing
As needed	66-U---1--3803-1	½" Shrink tubing
As needed	22-01292-01	Non-insulated 10-12 AWG butt splice
As needed	02-00137-10	Orange cloth tape

INSTRUCTIONS

WARNING

Unit may start automatically at any time even if the switch is in the OFF position. Use proper lockout/tagout procedures before inspection/testing. All unit inspection/testing by properly trained personnel only.

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. Inspect the generator high voltage wiring harness for rubbing against bolt head (Figure 1).

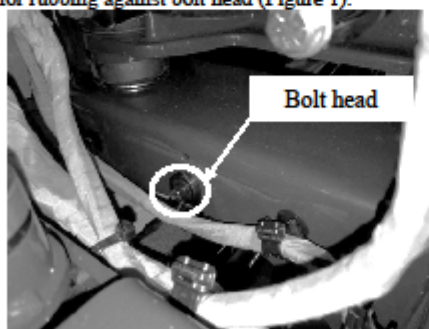


Figure 1

2. Inspect generator high voltage wiring harness for rubbing against generator (Figure 2).

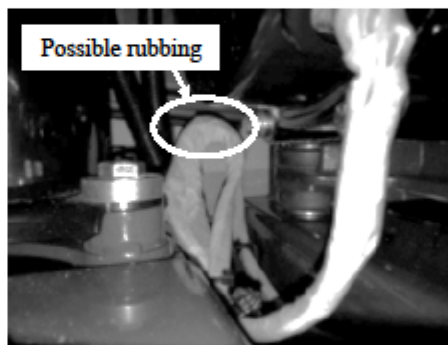


Figure 2

3. If the tape is not abraded to the point that wires can be seen, skip to step 7.
4. If there is abrasion to the tape or wiring insulation, but the wire insulation is not compromised, (no copper showing), skip to step 6.
5. If any of the wires have copper conductors visible, remove the cloth tape for access and cut the wire at the damage. Repair using a butt splice and two layers of heat shrink over the butt splice (1/4" and ½") per Vector Ops & Service Manual 62-11640 page 8-54.

- Using orange cloth tape, wrap the section of the generator wires from the generator to the main harness.
- Relocate the low voltage harness support and bolt from the generator frame support to the compressor frame support (Figure 3).

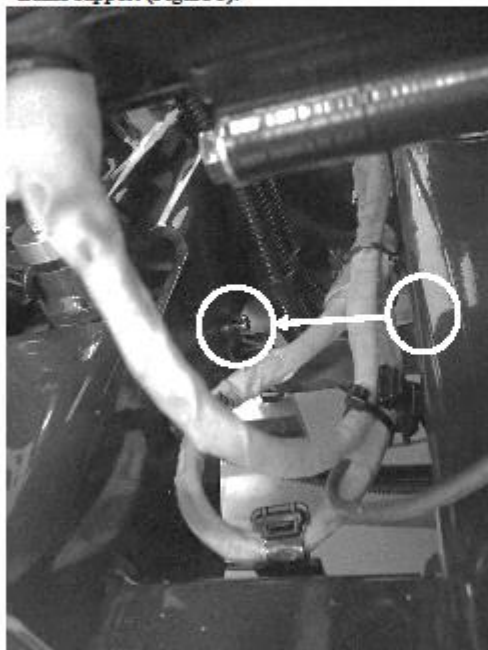


Figure 3

- Install fir tree into frame and secure harness with cable tie (Figure 4 & 5).



Figure 4



Figure 5

- Remove lockout/tag out equipment and run unit to verify proper operation.