

Forms of Customer Letter



**IMPORTANT SAFETY MESSAGE**



November X, 2020

**IMPORTANT SAFETY RECALL**

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

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 certain Vector 8611MT multi-temperature trailer refrigeration units manufactured between February 12, 2020 and June 3, 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 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 better secure the affected TRUs' generator harness and condensate drain tubes. 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 in certain TRUs and that the affected TRUs' generator harness and condensate drain tubes 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**