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UTC CCS

From: Smith, Kiana UTC CCS
Sent: Friday, May 17, 2019 11:45 AM
To: vulcano@ct-midatlantic.com; nicholson@ct-midatlantic.com; revip@ct-midatlantic.com; save.jordan@ct-midatlantic.com
Subject: IMPORTANT SAFETY MESSAGE
Attachments: Carrier Transicold Mid Atlantic

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



IMPORTANT SAFETY MESSAGE



May 17, 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.

As you may recall, on March 22, 2019, Carrier Transicold notified you that it had determined that a defect that relates to motor vehicle safety exists in *ComfortPro* branded standalone auxiliary power unit (APU) models 210STA and PC6112. That defect resulted from the use of a second power supply harness option that is not protected by a ground fault circuit interrupter (“GFCI”) connector. Carrier Transicold has now determined that a second defect related to motor vehicle safety also exists in the *ComfortPro* branded standalone APU models 210STA and PC6112 because the second power supply harness option is also not protected by an arc fault circuit interrupter (“AFCI”). The affected models were manufactured between June 2012 and March 2019 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 | TVL91591079 |

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

As previously indicated, the affected APUs make use of a second power supply harness that is not protected by a GFCI. Without the use of a GFCI, 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.

In addition, because the affected APUs’ second power supply harness is not protected by an AFCI, if water enters, resulting in severe corrosion where the harness’s connector plugs into the inlet that is connected to the truck’s engine, under certain conditions electrical arcing leading to a fire can occur.

Carrier Transicold has developed a combination GFCI and AFCI receptacle kit to address both of these risks. Carrier Transicold anticipates that this kit will be available in late May or early June 2019. Once the kit is available, Carrier Transicold asks that you contact all end user customers to whom your dealership sold affected APUs and arrange to inspect those affected APUs and at the end-user customer's option, either (1.) add a combination GFCI and AFCI receptacle to the second power supply harness, or (2.) completely remove the second power supply harness option from the affected APU. A service bulletin and technical instruction containing the information and instructions you will need to order quantities of the GFCI and AFCI receptacle kits to complete the inspections and installations or removals in your area will be sent to you in late May or early June 2019. All parts and labor costs associated with this inspection and installation or removal 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 and AFCI receptacle installation or second power supply harness option removal 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 and AFCI receptacle installed or second power supply harness option removed as soon as possible after we make the GFCI and AFCI receptacle kits available to you. 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 APUs

Form of Customer Letter



IMPORTANT SAFETY MESSAGE



May 17, 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:

As you may recall, on March 22, 2019, Carrier Transicold notified you that it had determined that a defect that relates to motor vehicle safety exists in “*ComfortPro*” standalone auxiliary power unit (APU) models 210STA and PC6112. That defect resulted from the use of a second power supply harness option that is not protected by a ground fault circuit interrupter (“GFCI”) connector. Carrier Transicold has now determined that a second defect related to motor vehicle safety also exists in the *ComfortPro* branded standalone APU models 210STA and PC6112 because the second power supply harness option is also not protected by an arc fault circuit interrupter (“AFCI”). The affected models were manufactured between June 2012 and March 2019 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 | TVL91591079 |

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

As previously indicated, the affected APUs make use of a second power supply harness that is not protected by a GFCI. 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.

In addition, because the affected APUs' second power supply harness is not protected by an AFCI, if water enters, resulting in severe corrosion where the harness's connector plugs into the inlet that is connected to the truck's engine, under certain conditions electrical arcing leading to a fire can occur.

Beginning in mid- to late June 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, at your option, either (1.) add a combination GFCI and AFCI receptacle to the affected APUs second power supply harness, or (2.) completely remove the second power supply harness from the affected APU. The inspection and addition of the GFCI and AFCI receptacle or removal of the second power supply harness option will be provided at no charge to you.

Carrier Transicold dealers have also received notice that the defects are present and that the GFCI and AFCI receptacle should be added or the second power supply harness option removed. If your Carrier Transicold dealer has already completed this inspection and addition of the GFCI and AFCI receptacle or removed the second power supply harness option 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

(1) Attachment