



**IMPORTANT SAFETY MESSAGE**



May 5, 2021

**NOTICE - 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.

This is Carrier Transicold's third notice to address an important safety issue concerning a defect in certain *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"). The defects resulted from 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 and lead to electrical arcing and possibly a fire.

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.

Carrier Transicold is requesting that you inspect and reroute and secure, and if necessary, repair, affected TRUs' battery and standby cables. 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

**List of Customers with Affected TRUs**

**Form of Customer Letter**



**IMPORTANT SAFETY MESSAGE**



April XX, 2021

**IMPORTANT SAFETY RECALL**

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

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

*Customer Name*  
*Customer Address*

Dear Valued Customer:

This is Carrier Transicold's third notice to address an important safety issue concerning a defect in certain in certain *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 defect resulted from 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 and lead to electrical arcing and possibly a fire.

If you have not already done so, please contact your authorized Carrier Transicold dealer 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 may be 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

**Customer Affected TRU Serial Number List**