



IMPORTANT SAFETY MESSAGE



February 17, 2021

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

Dear Dealer:

This notice is related to a safety recall previously submitted to NHTSA 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.

In prior communications, Carrier Transicold notified its network that a defect relating to motor vehicle safety exists in all Vector 8611MT multi-temperature trailer refrigeration units manufactured before February 12, 2020 (the "Initial Group"). Carrier Transicold further determined that a second motor vehicle safety defect exists in certain Vector 8611MT multi-temperature trailer refrigeration units manufactured from February 12, 2020 through June 3, 2020 (the "Expanded Group"). Together the Initial Group and the Expanded Group, shall be referred to as the "Affected TRUs". Our records indicate that the Initial Group and/or Expanded Group TRUs are registered to your company under the serial number(s) listed in the attachment to this letter.

Our records, Initial Group and/or Expanded Group 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.

As previously indicated, the Initial Group'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. The generator harness in the Expanded Group is routed in a manner that it may come into contact with and chafe against the TRU's generator in a second location. This chafing can, under certain conditions, damage the harness and lead to electrical arcing and possibly a fire.

Carrier Transicold is requesting that you continue to inspect, reroute and secure initial affected TRUs' generator harnesses. The previously released service bulletin SER20-013 and Technical Instruction 98-50414-00 contain the information and instructions you will need to complete the inspection and rework on the initial group of affected TRUs. Carrier Transicold is now requesting that you also inspect and better secure the expanded group of affected TRUs' generator harness and condensate drain tubes. The enclosed service bulletin SER20-025 and Technical Instruction 98-50423-00 contain the information and instructions you will need to complete the inspection and rework on the expanded group of affected TRUs.

If you know of any customer who had previously completed any of 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 any of 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 or documents 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 and condensate drain tubes 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 and condensate drain tubes rework completed as soon as possible. Carrier Transicold is also sending an updated notice of this required inspection and field action to customers in the attached forms.

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

(4) attachments

List of Customers with Affected TRUs

Forms of Customer Letter



IMPORTANT SAFETY MESSAGE



February XX, 2021

IMPORTANT SAFETY RECALL

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

Customer Name
Customer Address

Dear Valued Customer:

This notice is pursuant to a safety recall submitted under the National Traffic and Motor Vehicle Safety Act. This is Carrier Transicold's second notice to address an important safety issue concerning certain Vector 8611MT multi-temperature trailer refrigeration units. Failure to perform the inspection and installation work described in this letter could result in property damage or personal injury, so we urge you to read this letter in its entirety and take the actions described below.

In prior communications, Carrier Transicold notified its network that a defect relating to motor vehicle safety exists in all Vector 8611MT multi-temperature trailer refrigeration units manufactured before February 12, 2020 (the "Initial Group"). Carrier Transicold further determined that a second motor vehicle safety defect exists in certain Vector 8611MT multi-temperature trailer refrigeration units manufactured from February 12, 2020 through June 3, 2020 (the "Expanded Group"). Together the Initial Group and the Expanded Group, shall be referred to as the "Affected TRUs". Our records indicate that the Initial Group and/or Expanded Group TRUs are registered to your company under the serial number(s) listed in the attachment to this letter.

As previously indicated, the Initial Group'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. The generator harness in the Expanded Group is routed in a manner that it may come into contact with and chafe against the TRU's generator in a second location. 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 any TRU's generator harness and better secure the Affected TRU's 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 notices that the described defects are 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 some or all of this inspection and rework in accordance with this or the prior 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 some or all of 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