
From: Holder, Huck <Henry.Holder@carrier.com>
Sent: Friday, December 29, 2023 3:46 PM
To:
Cc: McDonald, Patrick;
Subject: R-1000 Reminder Letters
Attachments: Second Notice Letter for Dealers R-1000.pdf

Good Afternoon,

We mistakenly sent you an email last week regarding the R-1000 recall letter reminder, with the wrong attachment.

Please disregard that document and see the attached PDF document that went to the customers.

The serial numbers for your customers are below:

We are sorry for the confusion and please let us know if you have any questions.

Thanks and happy holidays!

Huck

Huck Holder | Product Services Engineering Operations Manager | Carrier Transicold
700 Olympic Dr. | Athens, GA 30601 |





IMPORTANT SAFETY MESSAGE



11/30/2023

**IMPORTANT SAFETY RECALL
SECOND NOTICE
NHTSA Recall No. 22E-090**

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

Dear Valued Customer:

As explained in our prior customer notification letter dated December 19, 2022, Carrier Transicold has decided that a defect which relates to motor vehicle safety exists in *Supra* series S6, S7, S8, S9 and S10 diesel truck refrigeration units (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.

This is a safety recall **SECOND NOTICE** under the National Traffic and Motor Vehicle Safety Act. Failure to perform the inspection and installation work described in this letter as soon as possible could result in property damage or personal injury.

The 12-volt wire harness, used for the fuel heat option within the affected TRUs, may be exposed and missing heat shrink. The exposed, energized 12-volt wires can, under certain conditions, lead to electrical arcing and possibly a fire.

If your authorized Carrier Transicold dealer has not contacted you to arrange an inspection of all affected TRUs shown in the attachment to this letter, please reach out to them to coordinate the inspection. The inspection and rework will be provided at no charge to you. During that inspection, the dealer will straight cut any exposed wires in the harness, apply new heat shrink for some wires, add a connector to the remaining wires, and remove a fuse. The inspection and securing of an affected TRU's 12-volt harness will take approximately 1.5 hours.

Carrier Transicold dealers have also received a reminder that the defect is present, and that the affected TRUs' 12-volt harness should be inspected and reworked. If your Carrier Transicold dealer has already completed this inspection and rework in accordance with this reminder, 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 second 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 to 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: 1800-424-9153), or go to <http://www.safercar.gov>.

Regards,

Carrier Transicold Service Engineering

(1) attachment

Customer Affected TRU Serial Number List

