

**From:** Smith, Kiana      BIS  
**Sent:** Tuesday, December 16, 2014 3:42 PM  
**To:** Dealer Principal, Branch and Service Managers  
**Subject:** IMPORTANT SAFETY MESSAGE  
**Attachments:** Dealer Letter 12 15 2014.pdf

Dear Dealers:

Attached please find a copy of an important product safety message. If you have any questions please contact the Carrier Transicold Action Line at 1-800-448-1661. Otherwise, thank you for your prompt attention to this matter.

Truck/Trailer/Rail Service Engineering  
Athens, GA  
**800-448-1661**



## IMPORTANT SAFETY MESSAGE

**PROMPT ACTION REQUESTED:** Vector, X2 and X4 Software, Decals and Operator's Manuals

December 15, 2014

Dealer Name  
Dealer Address

This letter is to advise you that Carrier Transicold is implementing a new software safety feature called "Inspect Mode" to prevent the unit from starting once the mode is activated. Included with this new software feature are updated decals and operator's manuals for Vector, X2 and X4 trailer refrigeration units equipped with the APX Control System with serial number prefixes prior to "RAH".

The new "Inspect Mode" feature is being added following the discovery of a condition where, under certain limited circumstances, the refrigeration unit cannot be turned off using the on/off switch, or where the refrigeration unit spontaneously starts while the on/off switch is in the off position as a result of water intrusion into the display module on Vector, X2 and X4 trailer refrigeration units equipped with the APX Control System with serial number prefixes prior to "RAH". Along with the new software feature, updated decals and manuals will be provided to reinforce the warning that the trailer refrigeration units "may start automatically at any time" and that operators and technicians must always follow all proper lock out/tag out and other safety precautions when working on the trailer refrigeration units.

A quantity of printed, full color copies of the updated decals and manuals, along with a service bulletin detailing the decal and manual placement, will be sent to you in mid to late January 2015. On or before that same time the software update adding the "Inspect Mode" feature will be available for you to download from TransCentral. In the meantime, the attached sheets detail the form and content of the updated decals. Please share these attached summaries with all individuals in your organization who service Vector, X2 and/or X4 trailer refrigeration units.

For Vector, X2 and X4 trailer refrigeration units remaining in your inventory after you receive the revised decals and manuals that are equipped with the APX Control System with serial number prefixes prior to "RAH", the original decals and manuals must be replaced with the revised decals and manuals and the new "Inspect Mode" software uploaded before you deliver the units to the customer.

Vector, X2 and X4 trailer refrigeration units equipped with the APX Control System with serial number prefixes prior to "RAH" that you have already delivered to customers must have the original

decals and manuals replaced with the revised decals and manuals sent to you in mid to late January and the new software update adding the "Inspect Mode" uploaded as soon as possible. Please contact your customers as soon as possible and arrange to have this work completed. Carrier Transicold is sending a notice of these required decal and manual updates and the new "Inspect Mode" feature to customers in the attached form.

All labor costs associated with this work will be reimbursed by Carrier Transicold through Carrier Transicold's standard warranty claim process. The necessary claim limits and details, including the proper reserve number, will be included in the service bulletin you receive in mid to late January.

**THIS IS AN IMPORTANT SAFETY MESSAGE. CARRIER TRANSICOLD'S VECTOR, X2 AND X4 TRAILER REFRIGERATION UNIT DECALS AND OPERATOR'S MANUALS CONTAIN NECESSARY OPERATION AND SAFETY INFORMATION. IF THE INSTRUCTIONS CONTAINED IN THE UPDATED DECALS AND OPERATOR'S MANUALS ARE NOT FOLLOWED, THE UNITS COULD FAIL OR BE DAMAGED, OR PERSONAL INJURY AND/OR PROPERTY DAMAGE COULD RESULT.**

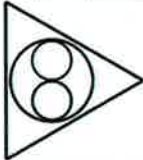
Should you have any questions about this notice, please do not hesitate to call the Carrier Transicold Action Line 1-800-448-1661.

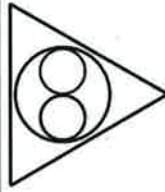
Thank you,

Carrier Transicold Service Department

Enc.

## Updated Vector Decals

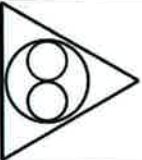
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| <p>Unit may start automatically at any time even if the switch is in the 'off' position</p> <p>Use proper lockout/tagout procedures before inspection/servicing</p> <p>All unit inspection/servicing by properly trained personnel only</p> <p><b>⚠ ATENÇÃO</b></p> <p>A unidade pode iniciar -se automaticamente a qualquer momento, mesmo que o interruptor esteja na posição 'off'</p> <p>Use procedimentos adequados antes de iniciar inspeção / manutenção</p> <p>Atividades de inspeção / manutenção só podem ser realizadas por pessoal devidamente qualificado.</p> |  | <p><b>⚠ AVERTISSEMENT</b></p> <p>Le groupe peut démarrer automatiquement à tout moment même si l'interrupteur est en position 'off'</p> <p>Respectez les procédures de consignation (lock-out tag-out) recommandées avant l'inspection / entretien</p> <p>Toute inspection / entretien du groupe doit être effectuée par un personnel qualifié</p> <p><b>⚠ ADVERTENCIA</b></p> <p>La unidad puede iniciarse automáticamente en cualquier momento, incluso si el interruptor está en la posición 'off'</p> <p>Utilice los procedimientos adecuados de bloqueo y etiquetado antes de la inspección / mantenimiento</p> <p>Todas las inspecciones de la unidad / servicio sólo por personal debidamente capacitado</p> |
| <p><b>⚠ AVERTISSEMENT</b></p> <p>Haute tension.</p> <p>Unité hôte lockout avant l'entretien.</p> <p><b>⚠ ATENÇÃO</b></p> <p>De alta tensão.</p> <p>Unidade de bloqueio antes da manutenção.</p> <p><b>⚠ ADVERTENCIA</b></p> <p>El alto voltaje.</p> <p>Bloqueo de la unidad antes de darle servicio.</p>                                                                                                                                                                                                                                                                    |   | <p>62-04182-01 REV -</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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|  | <p>62-04182-02 REV -</p> <p><b>⚠ WARNING</b></p> <p>Unit may start automatically at any time</p> <p><b>⚠ AVERTISSEMENT</b></p> <p>Le groupe peut démarrer automatiquement à tout moment</p> <p><b>⚠ ATENÇÃO</b></p> <p>A unidade pode iniciar -se automaticamente a qualquer momento.</p> <p><b>⚠ ADVERTENCIA</b></p> <p>La unidad puede iniciarse automáticamente en cualquier momento</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|   | <p>62-04182-00 REV -</p> <p><b>⚠ WARNING</b></p> <p>Unit may start automatically at any time even if the switch is in the 'off' position</p> <p>Use proper lockout/tagout procedures before inspection/servicing</p> <p>All unit inspection/servicing by properly trained personnel only</p> <p><b>⚠ AVERTISSEMENT</b></p> <p>Le groupe peut démarrer automatiquement à tout moment même si l'interrupteur est en position 'off'</p> <p>Respectez les procédures de consignation (lock-out tag-out) recommandées avant l'inspection / entretien</p> <p>Toute inspection / entretien du groupe doit être effectuée par un personnel qualifié</p> <p><b>⚠ ATENÇÃO</b></p> <p>A unidade pode iniciar -se automaticamente a qualquer momento, mesmo que o interruptor esteja na posição 'off'</p> <p>Use procedimentos adequados antes de iniciar inspeção / manutenção</p> <p>Atividades de inspeção / manutenção só podem ser realizadas por pessoal devidamente qualificado</p> <p><b>⚠ ADVERTENCIA</b></p> <p>La unidad puede iniciarse automáticamente en cualquier momento, incluso si el interruptor está en la posición 'off'</p> <p>Utilice los procedimientos adecuados de bloqueo y etiquetado antes de la inspección / mantenimiento</p> <p>Todas las inspecciones de la unidad / servicio sólo por personal debidamente capacitado</p> |

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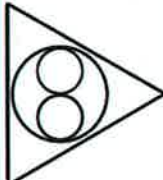
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## Updated X2 and X4 Decals

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| <p>62-04182-01 REV -</p>                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                       |

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| <p>62-04145-00 REV II</p>                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                |

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| <p>62-04182-02 REV -</p>                                                              |
| <p><b>⚠ WARNING</b></p>                                                               |
| <p>Unit may start automatically at any time</p>                                       |
| <p><b>⚠ AVERTISSEMENT</b></p>                                                         |
| <p>Le groupe peut démarquer automatiquement à tout moment</p>                         |
| <p><b>⚠ ATENÇÃO</b></p>                                                               |
| <p>A unidade pode iniciar-se automaticamente a qualquer momento.</p>                  |
| <p><b>⚠ ADVERTENCIA</b></p>                                                           |
| <p>La unidad puede iniciarse automáticamente en cualquier momento</p>                 |

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| <p>62-04182-00 REV -</p>                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                      |

CTD P/N: 62-SKA-11236-00 REV A

**Form of Customer Letter**



**IMPORTANT SAFETY MESSAGE**

**PROMPT ACTION REQUESTED:** Vector, X2 and X4 Software, Decals and Operator's Manuals

December 22, 2014

*Customer Name*

*Customer Address*

Dear Valued Customer:

This letter is to advise you that Carrier Transicold is implementing a new software safety feature called "Inspect Mode" to prevent the unit from starting once the mode is activated. Included with this new software feature are updated decals and operator's manuals for Vector, X2 and X4 trailer refrigeration units equipped with the APX Control System with serial number prefixes prior to "RAH". According to Carrier Transicold warranty registration records, you have one or more of these units in your fleet.

The new "Inspect Mode" feature is being added following the discovery of a condition where, under certain limited circumstances, the refrigeration unit cannot be turned off using the on/off switch, or where the refrigeration unit spontaneously starts while the on/off switch is in the off position as a result of water intrusion into the display module on Vector, X2 and X4 trailer refrigeration units equipped with an APX Control System with serial number prefixes prior to "RAH". Along with the new software feature, updated decals and manuals will be provided to reinforce the warning that the trailer refrigeration units "may start automatically at any time" and that operators and technicians must always follow all proper lock out/tag out and other safety precautions when working on the trailer refrigeration units.

Printed, full color copies of the updated decals and manuals, as well as the software update adding the "Inspect Mode" feature, will be available to you at no cost through any authorized Carrier Transicold dealer on or about January 31, 2015. Please contact your dealer after the first of the year to make an appointment to have the updated decals, manuals and software installed on your affected Vector, X2 and/or X4 trailer refrigeration units. In the meantime, the attached sheets detail the form and content of the updated decals. Until you are able to have the updated decals installed on your units, please share these attached summaries with all individuals in your organization who operate or service Vector, X2 and/or X4 trailer refrigeration units.

**THIS IS AN IMPORTANT SAFETY MESSAGE. CARRIER TRANSICOLD'S VECTOR, X2 AND X4 TRAILER REFRIGERATION UNIT DECALS AND OPERATOR'S MANUALS CONTAIN NECESSARY OPERATION AND SAFETY INFORMATION. IF THE INSTRUCTIONS CONTAINED IN THE UPDATED DECALS AND OPERATOR'S MANUALS ARE NOT FOLLOWED, YOUR UNIT COULD FAIL OR BE DAMAGED, AND/OR PERSONAL INJURY OR PROPERTY DAMAGE COULD RESULT.**

Should you have any questions about this notice, please do not hesitate to call the Carrier Transicold Action Line 1-800-448-1661.

Thank you,

Carrier Transicold Service Department

Enc.