

Maddox, William

BIS

Subject:

Vector Field Action

Attachments:

TSB12-002RevB .pdf; SER11-029 Rev G.pdf; Vector Field Action - Dealers.pdf; Vector Field Action - Customers.pdf

From: GP CCS Engineering, Service CAR

Sent: Monday, June 08, 2015 3:03 PM

To:

Subject: Vector Field Action



IMPORTANT SAFETY MESSAGE

IMMEDIATE ACTION REQUIRED: Potential fire hazard associated with Vector Battery Cables, Generator Wires, and/or Fuel Hoses

Dear Dealers:

This is a final reminder that certain Carrier Transicold Vector trailer refrigeration units sold through your dealership or domiciled in your area may require upgrades to battery cables, generator wires, and fuel hoses to prevent a potential fire hazard. These upgrades are detailed in the attached Technical Service Bulletins SER11-029 and TSB12-002 that you previously received and require your and your customers' immediate attention. Also attached is a copy of a letter that will be issued to end user customers to remind them of this issue. We anticipate releasing this letter to customers in mid June 2015. Please contact your affected customers and work with them to have the upgrades completed on these units as soon as possible, but no later than December 31, 2015. 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.

Tom Ondo

Vice President & General Manager

Truck Trailer Americas



TSB12-002 RevB
06/01/2015

SUBJECT: Vector Retrofit Kits for Battery Cable, Generator Wires and Fuel Hose

This is a re-issue of SER11-029 Rev G. Please work with your customers promptly to get their equipment inspected and, if necessary, repaired.

Carrier Transicold has determined that on the Vector units identified in the serial number ranges listed below the battery cables, generator wires, and fuel hoses could be pinched or rubbed, which may cause potential damage. As a proactive response, Carrier Transicold has developed kits for the battery cable, generator wires and fuel hose which will address this issue. All kits listed below should be installed by your dealership on new installations before delivering a unit to the customer. All other units that have been delivered to the customer should be modified as soon as possible with the following kits:

	Battery Cable	Generator Wires		Fuel Hose
Model	6500/6600MT	1800MT	6500/6600MT	6500/6600MT
R#	R897PTR	R901PTR	R902PTR	R903
Parts/kits	76-00831-00	02-00137-00	02-00137-00	58-00848-21 (qty: 1ft)
Instruction	98-02573	98-50309	98-50309	98-50310
S/N range	Prior to NAN91275393	ALL	Prior to NAN91275258	MAU91175644 to NAN91274679
Labor SRT	Up to .9h	.5h	.5h	.2h

Please contact Carrier Transicold at **800-448-1661** if you have any questions about these modifications. Please take steps to inform your customers of the availability of each of these kits to ensure timely installation can be completed. All labor and parts costs associated with this retrofit will be paid by Carrier Transicold. Modifications must be completed by **December 31, 2015**.

Submit a standard warranty claim and reference the proper reserve number. Add the corresponding labor time in the additional labor field.

Truck/Trailer/Rail Service Engineering
 Athens, GA



SER11-029 Rev G
06/01/2015

SUBJECT: Vector Retrofit Kits for Battery Cable, Generator Wires and Fuel Hose

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Submit a standard warranty claim and reference the proper reserve number. Add the corresponding labor time in the additional labor field.

Truck/Trailer/Rail Service Engineering
 Athens, GA

USE ONLY GENUINE **CARRIER TRANSICOLD** FACTORY APPROVED REPLACEMENT PARTS
 Available from your local authorized **Carrier Transicold Dealer**



IMPORTANT SAFETY MESSAGE

June X, 2015

Dealer Name

Dealer Address

ACTION REQUIRED: Potential fire hazard associated with Vector Battery Cables, Generator Wires, and/or Fuel Hoses

Dear Dealer Principal (NAME),

According to Carrier Transicold's sales order records, certain Vector units sold through your dealership or domiciled in your area may require upgrades to battery cables, generator wires, and/or fuel hoses to prevent a potential fire hazard. You previously received Technical Service Bulletins SER11-029 and TSB12-002 (attached again for your reference), notifying you that retrofit kits are available for these upgrades, as well as a letter in September 2013 expressing the urgency of these upgrades. Attached is a copy of a new letter that will be issued to all customers, along with a list of unit serial numbers in your area that Carrier Transicold's records show as still requiring these upgrades. Please contact your customers and work with them to have the upgrades completed on these units for the following components as soon as possible, but no later than December 31, 2015.

Battery Cable
6500/6600MT
R897PTR
Parts/kit 76-00831-00
Instruction 98-02573
S/N prior to NAN9125393
labor SRT up to 0.9h

Generator Wires
1800MT
R901PTR
Parts/kit 02-00137-00
Instruction 98-50309
all S/N
labor SRT 0.5h

Generator Wires
6500/6600MT
R902PTR
Parts/kit 02-00137-00
Instruction 98-50309
S/N prior to NAN91275258
labor SRT 0.5h

Fuel Hose
6500/6600MT
R903
Parts/kit 58-00848-21 (qty: 1 ft)
Instruction 98-50310
S/N MAU91175644-NAN91274679
labor SRT 0.2h

THIS IS AN IMPORTANT SAFETY MESSAGE. FAILURE TO UPGRADE AFFECTED UNITS AS DESCRIBED IN SER11-029 AND TSB12-002 MAY POSE A FIRE HAZARD THAT COULD POTENTIALLY CAUSE PERSONAL INJURY AND/OR PROPERTY DAMAGE.

If you and/or your customers have already retrofitted the components according to SER11-029 and TSB12-002, further action is not necessary.

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.

Thank You,

Tom Ondo
Vice President & General Manager
Truck Trailer Americas

Attachments: *Service Bulletins SER11-029, TSB12-002, customer letter and list of unit serial number*



IMPORTANT SAFETY MESSAGE

June X, 2015

BY REGISTERED MAIL
RETURN RECEIPT REQUESTED

{NOTE TO DRAFT: To be replaced via mail-merge with addresses of customer}

FINAL NOTICE: ACTION REQUIRED: Potential fire hazard associated with Vector Battery Cables, Generator Wires, and Fuel Hoses

Dear Valued Customer:

This is Carrier Transicold's second and final notice to address an important safety issue concerning your Vector trailer refrigeration unit. This notice follows a prior communication sent to your company in August 2013.

According to Carrier Transicold warranty registration records, there are Carrier Transicold Vector units in your fleet that contain certain components that require retrofitting to prevent a potential fire hazard. The Vector models and related components requiring upgrades are:

Battery Cable	Generator Wires	Generator Wires	Fuel Hose
6500/6600MT	1800MT	6500/6600MT	6500/6600MT
R897PTR	R901PTR	R902PTR	R903
Parts/kit 76-00831-00	Parts/kit 02-00137-00	Parts/kit 02-00137-00	Parts/kit 58-00848-21 (qty: 1 ft)
Instruction 98-02573	Instruction 98-50309	Instruction 98-50309	Instruction 98-50310
S/N prior to NAN9125393	all S/N	S/N prior to NAN91275258	S/N MAU91175644–NAN91274679
Labor SRT up to 0.9h	Labor SRT 0.5h	Labor SRT 0.5h	Labor SRT 0.2h

A list of unit serial numbers identified as being in your fleet is attached to this correspondence. You should have your units with these serial numbers inspected and, if necessary, upgraded as soon as possible. The inspection and kit upgrade can be performed by any authorized Carrier Transicold dealer at no cost to you. You are urged to have this upgrade completed as soon as possible. When scheduling your appointment, please reference Vector Upgrades 897, 901/902 and/or 903.

If your dealer already inspected and provided kit upgrades to your units you do not need to take further action. If you are unsure whether this occurred, please confirm with your dealer as soon as possible. Should you need help in locating a dealer in your area or have any questions, please call 1-800-448-1661.

THIS IS AN IMPORTANT SAFETY MESSAGE. FAILURE TO UPGRADE AFFECTED UNITS MAY POSE A FIRE HAZARD THAT COULD POTENTIALLY RESULT IN PERSONAL INJURY OR PROPERTY DAMAGE.

If Carrier Transicold does not receive warranty claim information from your dealer by October 31, 2015 indicating Vector units in your fleet received these important safety upgrades, we will conclude that you have decided not to perform this important safety-related work. Please be advised that you are assuming any and all liability for any personal injury and/or property damage that may result from the failure to perform these upgrades and will indemnify Carrier Transicold for any and all liability for said occurrences.

At Carrier Transicold, safety is of paramount importance. Your cooperation is critical to complete this safety-related work.

Thank you,

Tom Ondo
Vice President & General Manager
Truck Trailer Americas

Enc. SN List

DCACTIVE-27735857.1

SERIAL NUMBER LIST