



SER15-042
11/24/2015

SUBJECT: TRU-Tech/TRU-View™

In June of 2015, Carrier Transicold™ released the latest version of TRU-Tech/TRU-View™ software (SER15-022). It has come to our attention that not all dealers have upgraded their version of TRU-Tech/TRU-View software. As a result, customer Intellisets™ and Configuration files for the Carrier Transicold units with the APX Control System™ may become corrupt, which may affect the performance of the unit. To ensure that customers' units do not experience such file corruption, the following actions are required.

- Carrier Transicold will be removing all APX Control System Intellisets and Configuration files from TransCentral™ on 12/01/2015.
- All dealer computers (mobile or fixed) that work with these files must be upgraded to TRU-Tech/TRU-View 01.04.00 no later than 12/01/2015.
- Customers who have purchased TRU-Tech/TRU-View software are encouraged to go to the public website <http://www.carrier.com/tru-software> and upgrade their systems.
- Intellisets and Configuration files need to be rebuilt using TRU-Tech/TRU-View 01.04.00 or higher
- Fill out the attached form (98-50357) and submit with new Intellisets/Configuration file, so that your updated Intellisets/Configuration files may be posted to TransCentral.

Truck/Trailer/Rail
Service Engineering

TD/TU