



PTS17-034
08-31-17

Subject: 30-00426-27 Air Filter – Immediate Inspection & Return

Carrier Transicold’s Performance Parts Group has discovered that certain shipments of part number 30-00426-27 air filters shipped between 7/18/17 – 8/30/17 could have an incorrect air filter packaged within the box. These different air filters will not fit in the housing designed to work with the part number 30-00426-27 air filters, and thus cannot be installed.

Affected air filters can be identified by the following characteristics:

<u>Incorrect 30-00426-27 Air Filter</u>	<u>Correct 30-00426-27 Air Filter</u>
Opening 	Opening 
End Cap 	End Cap 

<u>Incorrect</u> 08/01/17 date printed on the label on the outside of the pack of 12 carton	
<u>Incorrect</u> Individual filters are packaged in a plastic bag with a date code of 31/17 on the label of the plastic bag	
<u>Incorrect</u> 30-00426-27 MADE IN MEXICO AUG-01-17 printed on the end cap of the filter itself	

PPG is requesting that dealers promptly inspect their current stock of part number 30-00426-27 air filters and return all affected inventory via the process outlined below.

1. Enter a Customer Inquiry on the *TransCentral*™ system for quantity being returned, using **“Incorrect Part Received”** category.

2. Return the affected air filters to the following address – be sure to include RSO # in the top line:

SPECIAL RETURN RSO# _____
Carrier Transicold
101 Veterans Drive
Portland, TN 37148
Attn: NCP Warehouse

3. Carrier Transicold will cover the cost of return freight.

PPG is working with its supplier to address this issue and replenish stock as quickly as possible. We apologize for the inconvenience this may have caused and are working to ensure this does not occur again.

Carrier Transicold Performance Parts

TD