IMPORTANT SAFETY MESSAGE

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

June 29, 2018

Customer Name
Customer Address

Dear Valued Customer:

This is a reminder of your need to address an important safety issue concerning your Vector, X2 or X4 trailer refrigeration unit. This notice follows the attached, prior communication sent to your company in December 2014, that advised you that Carrier Transicold was 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 that has not been updated.

The new "Inspect Mode" feature was 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 are available 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, are available to you at no cost through any authorized Carrier Transicold dealer. Please contact your dealer as soon as possible 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.

IMPORTANT SAFETY MESSAGE

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

Thank you,

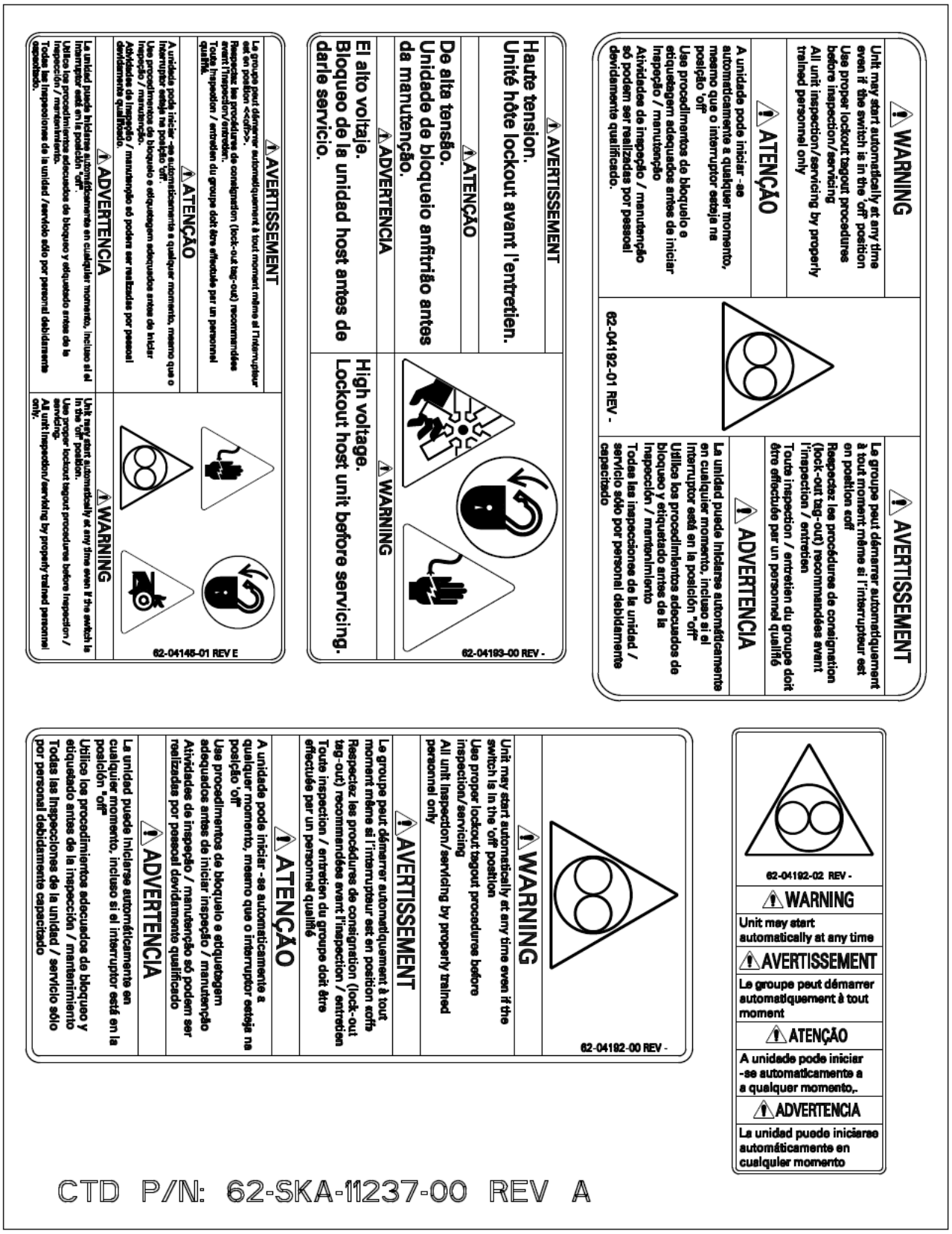
Tom Ondo
Vice President & General Manager
Truck Trailer Rail Americas

Enc.

Serial Numbers

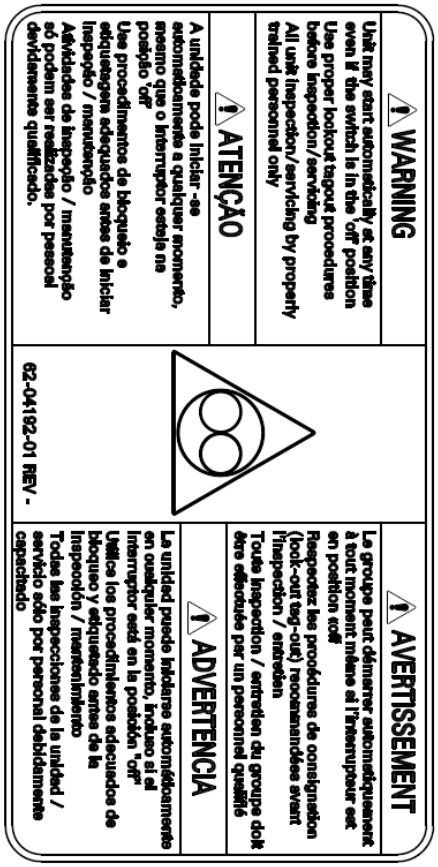
IMPORTANT SAFETY MESSAGE

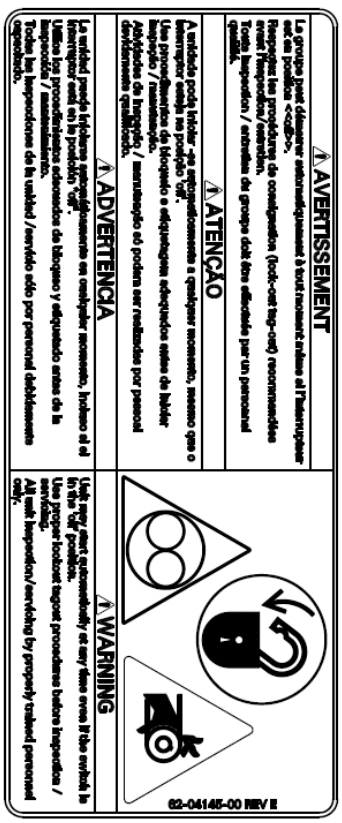
Updated Vector Decals

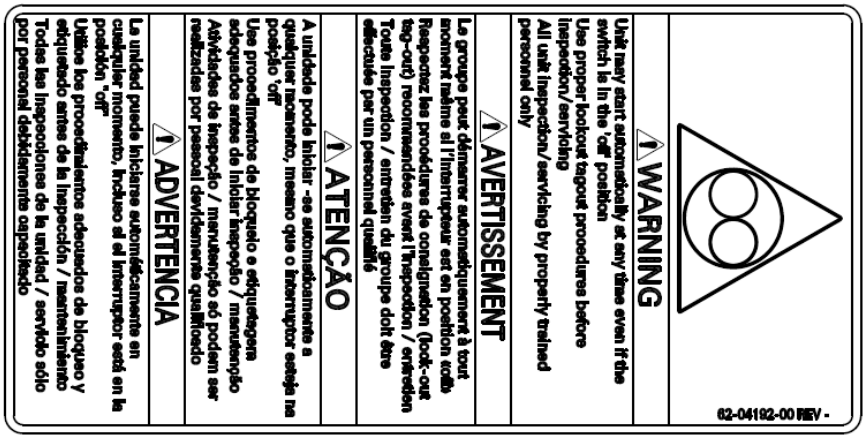


IMPORTANT SAFETY MESSAGE

Updated X2 & X4 Decals







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

Service Information

IMPORTANT SAFETY MESSAGE
PROMPT ACTION REQUIRED

SER15-005

02-13-2015

Subject: Updated Software, Decals and Operator's Manuals for Vector, X2 and X4 trailer refrigeration units equipped with APX Control System

As communicated in December 2014 via letter to Carrier Transicold dealers and registered owners of Vector, X2 and X4 trailer refrigeration units equipped with the APX Control System, Carrier Transicold is implementing a new 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. This bulletin provides full details of the update program and the specific steps to be performed.

Program Summary:

All Vector, X2 and X4 trailer refrigeration units equipped with the APX Control System with serial number prefixes prior to "RAH" must have all of the following three (3) steps accomplished:

1. Software updated to 03.07.00 or later which includes the new "Inspect Mode" feature;
2. Updated decals applied; and
3. Operator's Manuals replaced with updated version.

Materials for Performing Updates:

The new software with the "Inspect Mode" feature is included beginning with APX software version 03.07.00 that is now available for download from TransCentral. In addition, all full Carrier Transicold sales/service/parts dealers and branch locations will receive by mail a quantity of the following printed update materials without cost:

- Updated decals (some in self-stick form and others in hang tag form)
- Updated Operator's Manuals
- New Operator's Manual pouches

Dealers are responsible for providing their Associate locations with copies of the update materials they will require. If additional decals, Operator's Manuals or pouches are needed, please contact Service Engineering at 1-800-448-1661 to request additional material without cost.

Update Instructions:

Complete instructions for installation of the various updates are included in the attachments to this Service Bulletin.

Reimbursement Procedures:

All Vector, X2 and X4 trailer refrigeration units equipped with the APX Control System with serial number prefixes prior to "RAH" are eligible to have this update work completed. After completion of these updates file a standard warranty claim referencing R-924 on the claim. An SRT of 0.75 hours will be allowed for all affected models

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Truck/Trailer/Rail Service Engineering

TD

Instructions for Completing the Updates

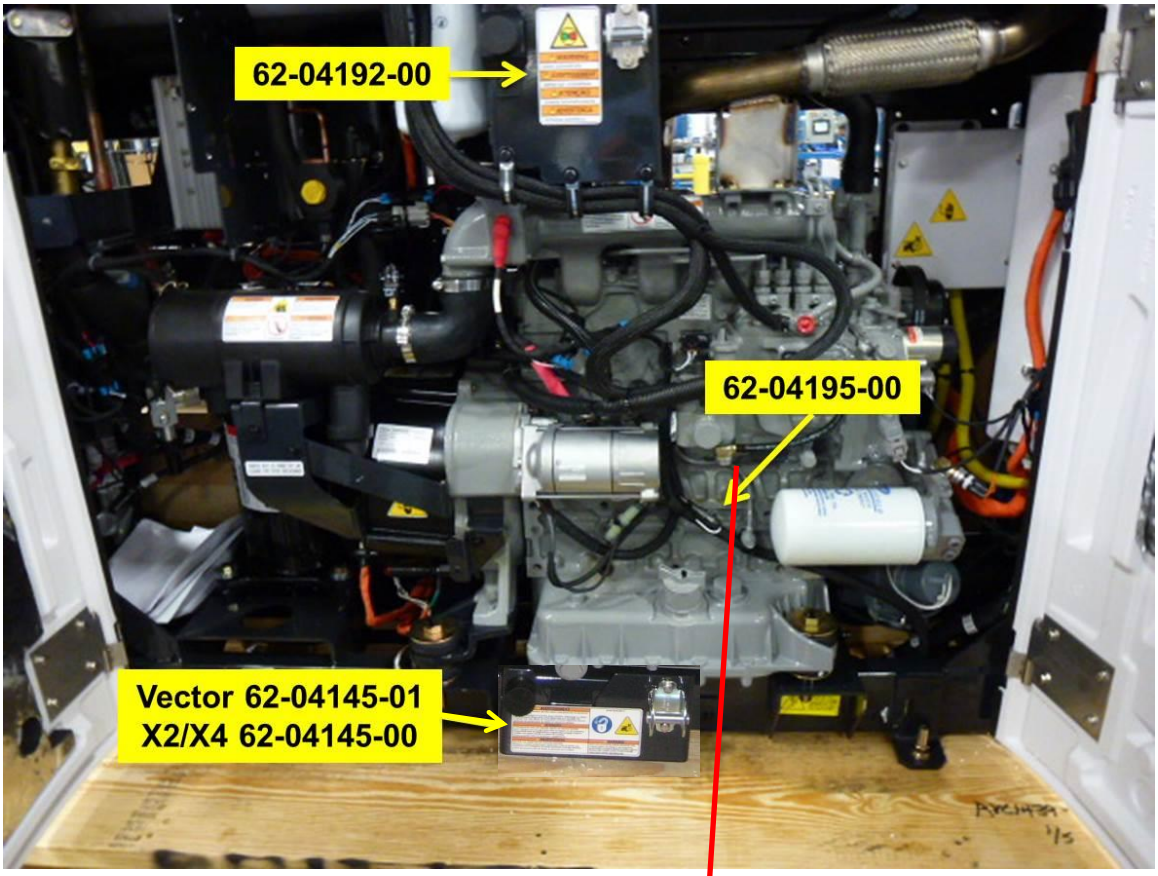
1. Ensure that the unit's Start/Run Off switch (SROS) is in the OFF position, disconnect the negative battery cable, and any high voltage source if applicable. At this time preform all proper Lock Out/Tag Out procedures.
2. Install the updated self-stick and hang tag decals in the locations detailed below and on the self-stick decal sheets. To install the updated self-stick decals, clean the existing decal and the area around the decal. Install the updated self-stick decal directly and completely over the top of the existing decal. The existing self-stick decal does not need to be removed before installation of the updated self-stick decal.
3. Place one (1) copy of the updated Operator's Manual in the new document pouch and install inside the unit's engine side, side door as detailed below.
4. Reconnect the unit negative battery cable and/or the high voltage source.
5. With the unit's SROS in the OFF position and all unit doors closed, insert the Carrier USB flash drive into USB port on the Display Module. Select Install Software soft key, software will begin uploading to unit. At completion of software upload, remove Carrier USB flash drive and switch unit on.
6. Allow unit to start, then push the menu key until "INSPECT MODE" is display, push the soft key to engage "INSPECT MODE". Unit should shut down and display "INSPECT MODE" across the top of the screen and "NO TEMPERATURE CONTROL" / "OPERATIONS DISABLED".
7. When software load verification is complete and unit ready to run, push the EXIT softkey to exit "INSPECT MODE".

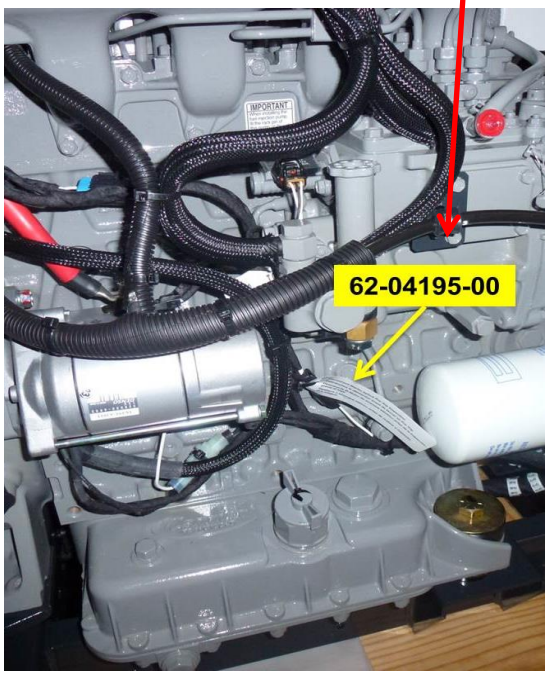
Required Parts		
Updated Self-Stick Decal Sheet Numbers		
Vector 8100 / 8500	**Vector 8600MT**	**X4&X2 with APX**
62-SKA-11237-00 REV B	62-SKA-11237-00 REV B 62-SKA-11238-00 REV B	62-SKA-11236-00 REV B
Updated Self-Stick Decal Sheets Listed Above Include the Following:		
62-04192-01	62-04192-01	62-04145-00
62-04145-01	62-04145-01	62-04192-00
62-04192-02	62-04192-02	62-04192-01
62-04193-00	62-04193-00 (3 per sheet)	62-04192-02
62-04192-00	62-04192-00	
Hang tags (Starter Wire, Battery, & Standby plug)		
62-04169-00	62-04169-00	62-04195-00
62-04195-00	62-04195-00	62-04196-00
62-04196-00	62-04196-00	

Updated Operator's Manual & Storage Pouch				
Vector 8100	**Vector 8500**	**Vector 8600MT**	**X4 7300/7500**	**X2 APX 2100/2500**
62-11784 REV A	62-11646 REV A	62-11648 REV C	62-11644 REV B	62-11547 REV B
58-00805-00 Plastic Pouch		58-00805-00 Plastic Pouch	58-00805-00 Plastic Pouch	

View from Front of Unit

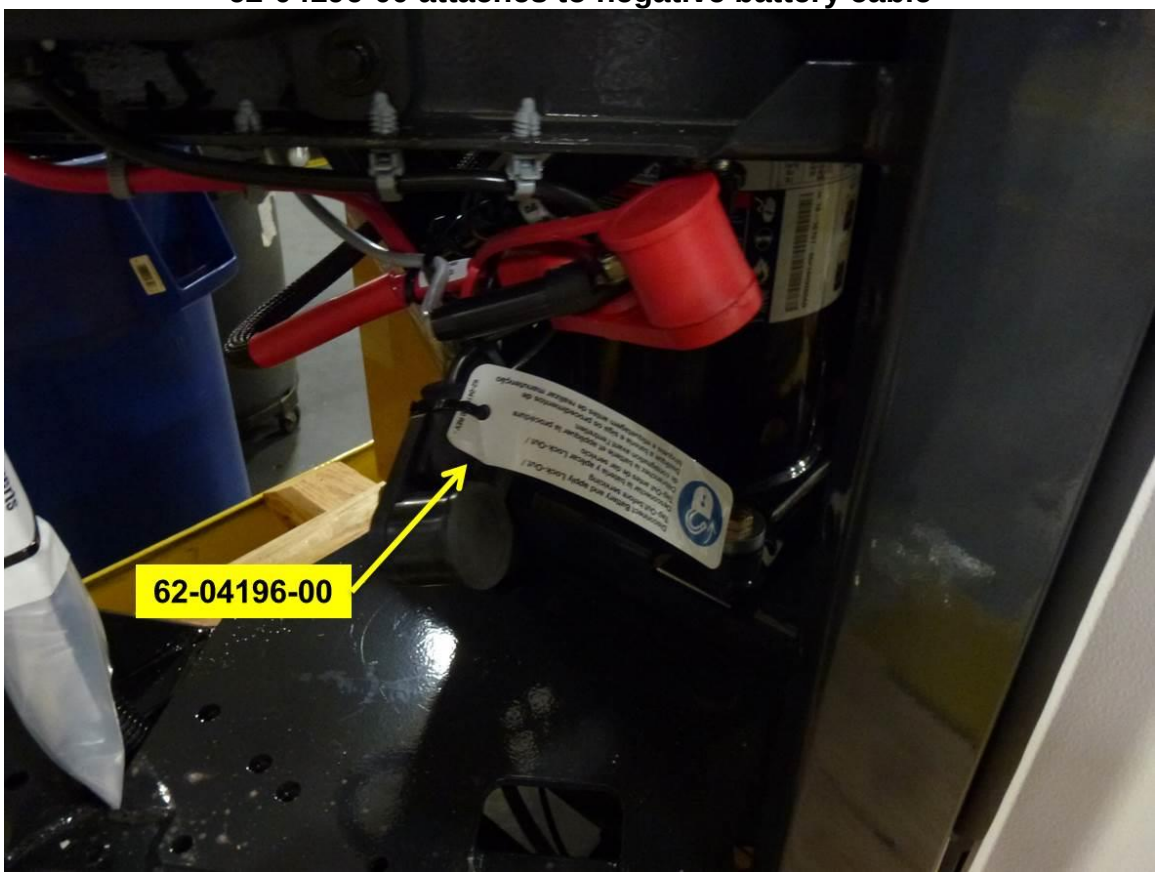
62-04195-00 attaches to starter cable (see below for detail)



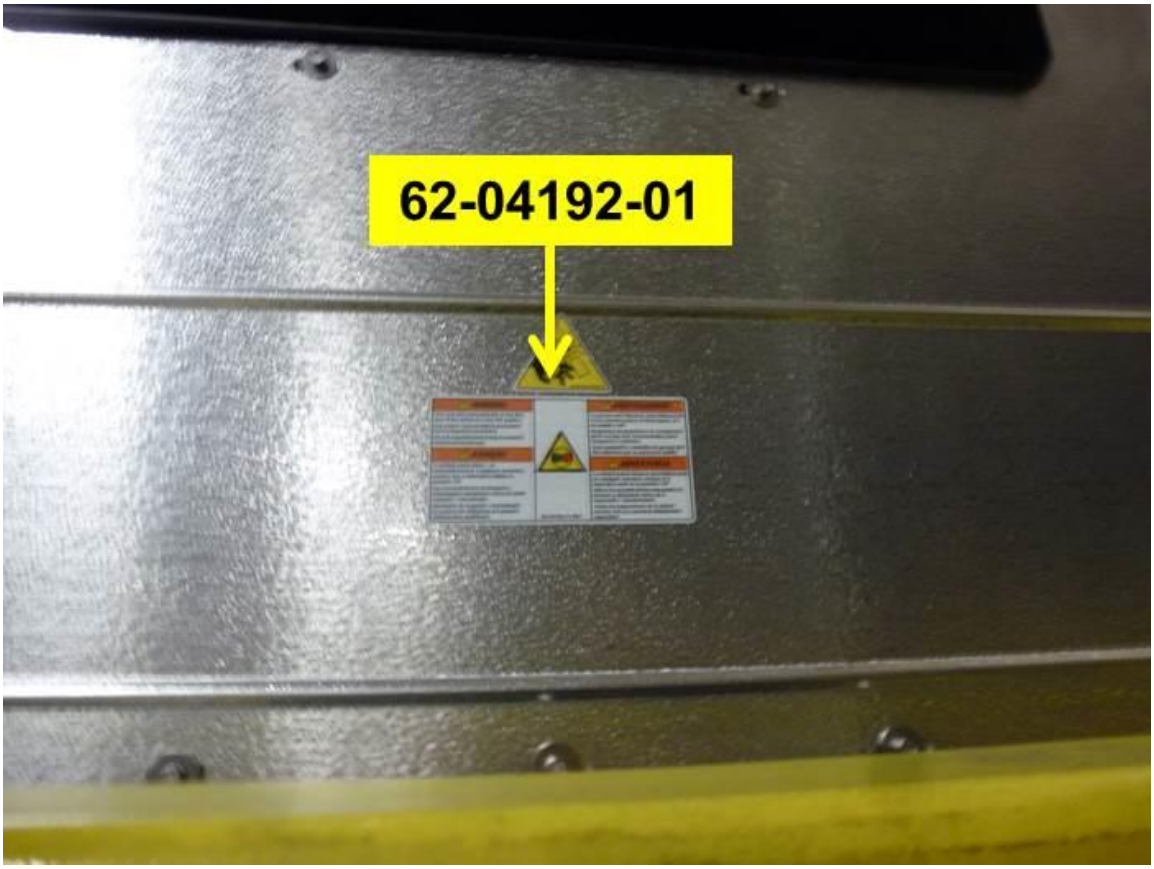


62-04192-02 to engine side door next to APX display

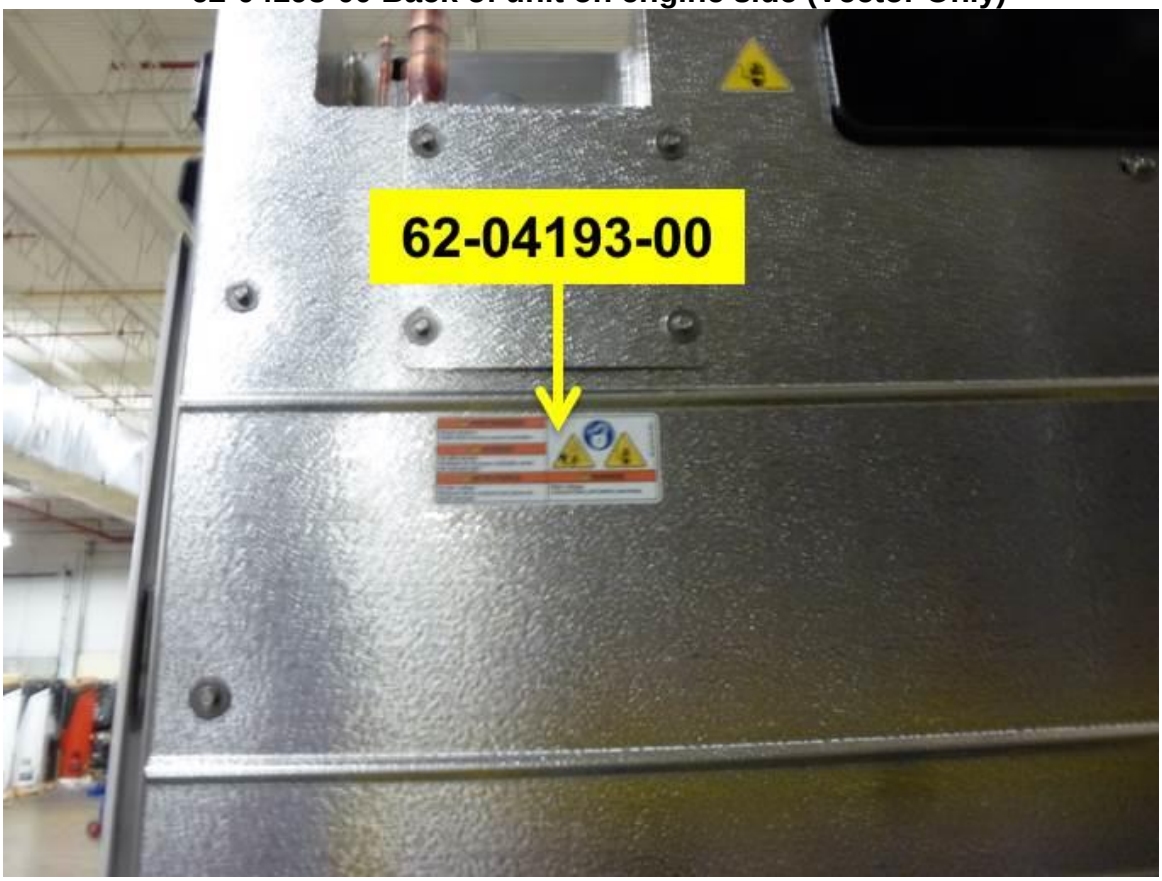
62-04196-00 attaches to negative battery cable



62-04192-01 Back of unit in the center

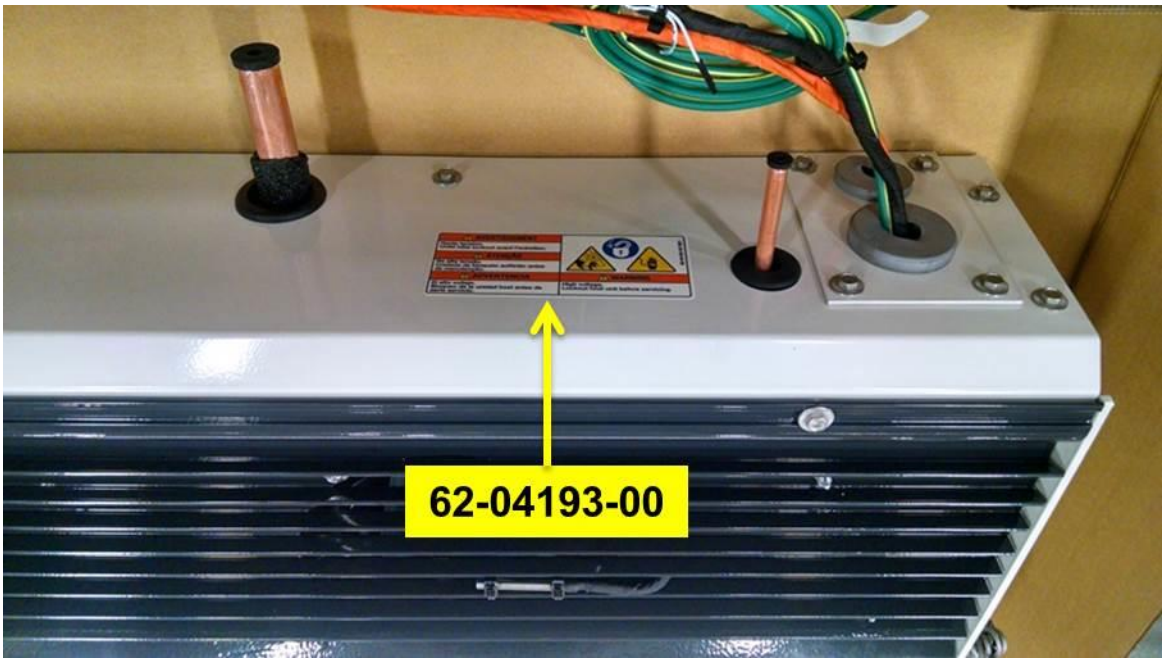


62-04193-00 Back of unit on engine side (Vector Only)



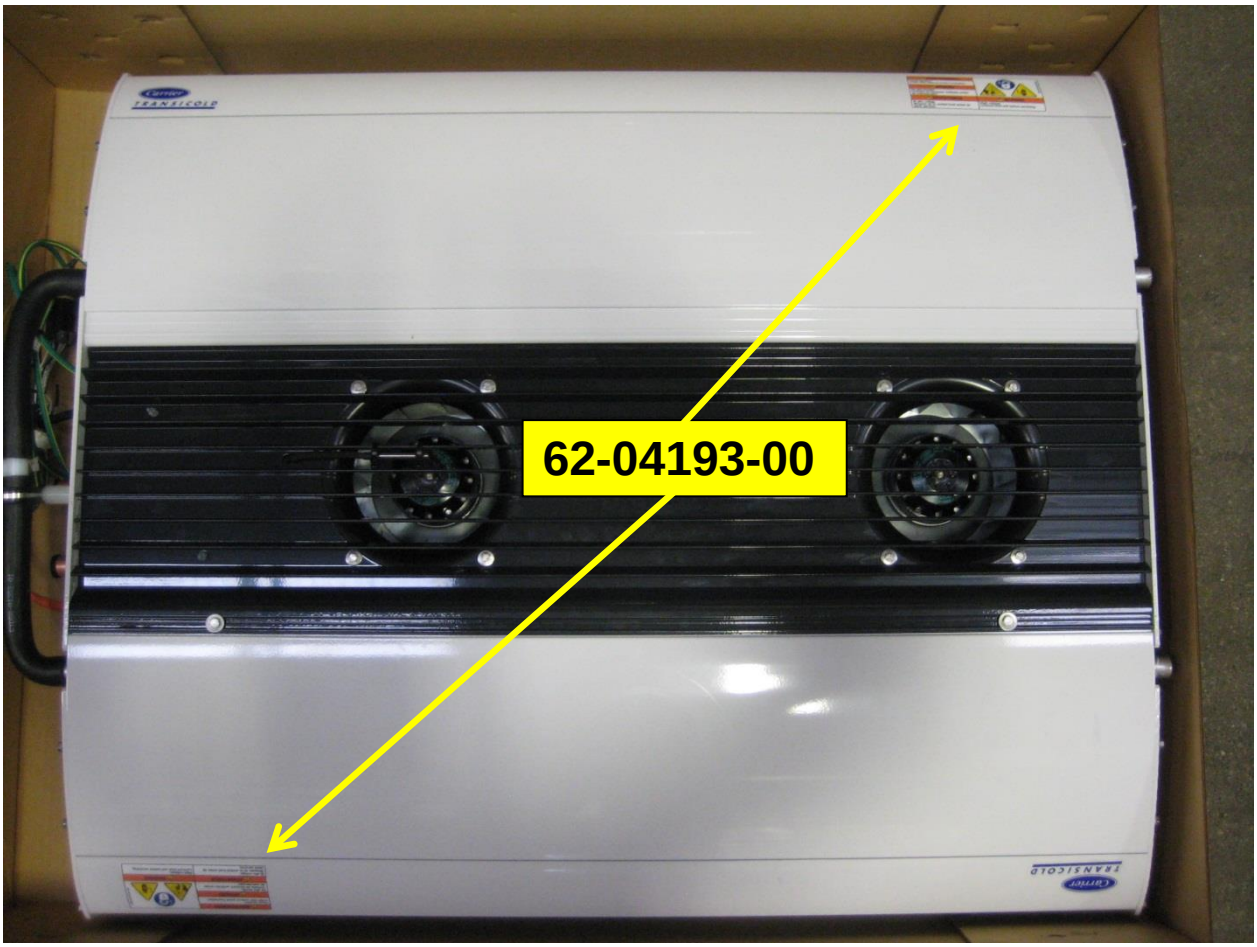
62-04169-00 attaches to standby plug (Vector Only)

62-04193-00 side of each remote evaporator MJS version (Vector Only)



62-04193-00 front of each remote evaporator MJS version

62-04193-00 each side of remote evaporator MJD version (Vector Only)



Operator's Manual & Plastic Pouch Placement (RS Door)

Note: Ensure the zipper closure is oriented in a downward position to prevent water ingression into the pouch.