



## **IMPORTANT SAFETY RECALL**

Via Certified Mail

NHTSA File: 16E069

Dear Dealer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act (“NHTSA”). Idle Free Systems, Inc. (“IFS”) has decided that a defect, which relates to motor vehicle safety, exists in some products associated with IFS Auxiliary Power Units (“APU”) sold as Reefer Link kits (“Reefer Link”). Specifically, all Reefer Link kits with Anderson-Type Connectors are affected by this recall.

Note: Reefer Link kits sold as *eAPU* models and using a standard Phillips-Type Dual Pole cable and 125 amp fuses are *not* affected by this recall.

### **NATURE OF SAFETY DEFECT**

**Potential for Cable B<sup>+</sup> Grounding Fault:** In some Reefer Link products with Anderson-Type Connector installations, IFS has determined the potential for cable failure related to insufficient B<sup>+</sup> cable overload protection.

According to our records, you received Reefer Links with a defect for sale and installation. You may still have these affected Reefer Links in your inventory or installed on unsold vehicles. To ensure that no further defective Reefer Links are sold to customers, we have already instructed you to cease the sale and installation of the affected Reefer Link products and not to sell unsold vehicles with installed defective Reefer Links. Indeed, it is a violation of federal law to do so.

IFS has developed upgrade kits (Kit PNs 36202 and 36203) to correct this defect. The kits will be shipped to you at no cost. Once you have applied the upgrade kits to the affected Reefer Link products in your inventory, you may resume selling and installing those Reefer Link products. The prohibition against selling and installing Reefer Links that contain this defect will remain in effect until you receive and apply the upgrade kits.

IFS will notify the owners/operators of trucks with affected Reefer Link products. Recall notification letters will be sent to them by first class mail once the NHTSA has approved the form and content of that notice. The notification letter will instruct the owners/operators to contact their nearest IFS dealer for correction of the defective Reefer Link product. If owners/operators with a defective Reefer Link bring their vehicles in before they receive the IFS notification letters, (i.e. periodic maintenance,

repair, or any other reason), apply the upgrade kits to the installed Reefer Link in addition to the other requested services.

Instructions for Reefer Link inspection and installation of the upgrade kits will be included with each kit (Instruction PNs 61036 and 61037). If you have not received the upgrade kits and/or the instructions for inspecting the existing installation and installing the upgrade kits by the week September 26, 2016, please contact IFS.

There will be no cost to the owners/operators for the remediation actions subject to this recall. Similarly, you will be reimbursed for your reasonable labor expenses.

### **IMMEDIATE ACTION REQUIRED**

**Dealers must:**

- 1) Confirm that you have received this recall notice by signing the certified mail delivery receipt.**
- 2) Follow the IFS directed remediation actions that will be communicated to you.**
- 3) Assist IFS in identifying all owners/operators who are operating vehicles with installed defective Reefer Links so that IFS can contact them about this recall. Please provide the names and addresses of all owners/operators to whom you sold any of the affected Reefer Link products. If you have information indicating that any of these owners/operators have sold their vehicle on which a defective Reefer Link product was installed, please provide IFS the names and addresses of the owners/operators to whom the vehicle was sold.**
- 4) Once the owners/operators have been notified, assist all affected parties with completing the remediation actions subject to dealer and/or IFS supervision.**
- 5) If owners/operators with defective Reefer Links bring their vehicles to your facility before they received their notification letters, for periodic maintenance, or for any other reason, apply the upgrade kits to the installed Reefer Link product. Remediation actions *must* be completed before returning the vehicle back to service.**
- 6) Carefully inspect the Reefer Link that has been installed on vehicles in service. The upgrade kits *must* be installed at that time to remedy the defect condition.**
- 7) Assist IFS with identifying in-stock (uninstalled) inventory and its status relative to the defect. Undertake remediation actions as indicated by the results of those inventory inspections.**

**8) If a defective Reefer Link product is installed on a pending sale vehicle, the defective Reefer Links *must* be corrected, or if not corrected, removed from the vehicle before the vehicle is placed into service.**

**9) To begin the reimbursement process, complete the warranty claim form on the dealer web portal. To receive an IFS claim number, you will be asked to provide the vehicle VIN number (if installed), APU serial number, date of remediation, and the remediation work that was performed. Once the upgrade kits have been installed, email IFS at: [warranty@idlefreesystems.com](mailto:warranty@idlefreesystems.com). Attach a copy of your detailed shop work order documentation including the IFS claim number.**

IFS has a Service Technician available to answer questions and support the installation of the upgrade kits. The time required to install the upgrade kit is estimated to be less than one hour. Again, IFS will reimburse you for your labor expense to install the upgrade kits.

If you have already performed a defect remediation upgrade, using IFS approved components and IFS approved instructions, you may be eligible for reimbursement of your labor and expenses for the work performed. To learn more about what you need to do to obtain reimbursement, contact Idle Free Systems at 1-920-206-9333.

If you believe that the work performed in installing the Reefer Links upgrades was not reimbursed by IFS, or paid within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern. Your assistance with this recall is greatly appreciated.

Best Regards,

Safety Team  
Idle Free Systems, Inc.

Attachments: Copies of Remediation Instruction Sheets; 61036 and 61037