



AN EXCHANGE OF TECHNICAL INFORMATION

Number: TL004 - 2026

Subject: LYNX™ Fleet / Telematics Communication Reset

Released: May 5, 2026

Carrier Transicold has received reports of Telematics devices within the container units are encountering an error where they stop reporting new telematics messages to the LYNX™ fleet platform with cell coverage. This can be caused by storage management conditions within the telematics device.

It is recommended when powering the unit on to check the LED status of the telematics device, based on TL002-2024.

<https://www.sharedocs.com/hvac/docs/2000/Public/00/TL002-2024-TelematicsQuickDiagnostics.pdf>

If the LED is a solid green and not reporting to the LYNX portal within 30 minutes, the Telematics device may have the storage management concern.

If the issue is identified, please leave the reefer powered on and contact the Carrier LYNX support team (container.support@carrier.com) with the details of the reefer affected. They will take the necessary actions to remotely perform a factory reset of the module for its continued use. The support team will contact you once the issue is resolved.



To prevent the potential of this occurring in the future, LYNX Firmware 2.92 was released to the LYNX fleet platform for the Telematics modules.

Should you have any questions about the above actions, please reach out to your LYNX team.