AN EXCHANGE OF TECHNICAL INFORMATION

Number: TL001 - 2026
Subject: Critical Software Changes

Released: January 12, 2026

If a unit is running software 5389, 5390 or 5391 on ML3 PrimeLINE® / EliteLINE® units; or software 5190, 5191 on ML3 ThinLINE® units, it is critical to upgrade to 5391 or 5191 again at the earliest convenience **using Carrier tools with the latest read (read0517+) and menu (menu0118+) files** to avoid potential data corruption.

Not updating software correctly, or without using the Carrier MST tools, could cause data and memory issues.

The full zip file of software can be downloaded from the carrier website at : https://www.carrier.com/us/en/cold-chain/container/data-tools/#tabs-9b4d39ca7c-item-2ac36998c3-tab

After downloading, extract the zip files and save the Carrier folder onto a clean USB drive.

Use the Carrier MST software tool part number, 07-00572-00, to update all units.

It is also important to use the correct READ FILE (read0517) for DCX downloads. Using the wrong read file will cause download header mismatch and errors in data presented.

To verify which read file was used, look at the top of the download in ContainerLINK for "Extracted by DataBank V5.17" or "Extracted by ContainerLINK Rev".

For additional questions, contact your Field Service Manager or contact the Carrier Container Technical Services HotLINE following the link below:
https://www.carrier.com/us/en/cold-chain/container/service-support/

```
Jan 21, 2025  ←
Setpoint:5.00, O2:OFF,  CO2:OFF,  Container:
No Sensor Data
No Event Data           Date out of sequence

Dec 24, 2024  ←
Setpoint:2.00, O2:OFF,  CO2:OFF,  Container:
7 Sensors Logged at 60 minute interval.
Sensor              Format              Resol
Supply              Average             High
Return              Average             High
USDA 1              USDA                High
USDA 2              USDA                High
USDA 3              USDA                High
Cargo               USDA                High
Humidity Sensor     Average             Norma
No Sensor Data
No Event Data
```

Downloaded with Read0517 (new)
```
System Configuration at the Time of Interrogation:

Interrogated On Mar 13, 2025
Extracted By DataBank V5.17  ←
```

Downloaded with ContainerLINK
```
System Configuration at the Time of Interrogation:

Interrogated On Jan 09, 2026
Extracted By ContainerLINK Rev  ←
```

Support Line

Software

Service Engineering / Container Products
Please circulate copies of this bulletin to all service and management personnel as soon as possible.