

## McDonald, Patrick

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**From:** Holder, Huck  
**Sent:** Thursday, May 25, 2023 18:49  
**To:** [REDACTED]  
**Cc:** McDonald, Patrick  
**Subject:** Field Action: Supra 950/950MT/960 Series  
**Attachments:** Supra Dealer Letter - Virginia T&T Body - Chesapeake VA.pdf; Customer NHTSA Notice Letter.pdf

**Importance:** High

Good Evening,

Please find attached a letter of explanation with corresponding serial numbers starting on page 3. The third attachment is an example of the physical letters that the customers will start receiving soon.

If you have any questions, please reach out to your Field Service Engineer.

Thanks for your support and happy Memorial Day!

Huck

**Huck Holder | Product Services Engineering Operations Manager | Carrier Transicold**  
700 Olympic Dr. | Athens, GA 30601 | [REDACTED]  
[REDACTED]





**IMPORTANT SAFETY MESSAGE**



05/26/2023

**IMMEDIATE ACTION REQUIRED: Supra 950/950MT/960 Series Truck Refrigeration Units**

Dear Dealer:

Carrier Transicold has decided that a defect which relates to motor vehicle safety exists in Supra 950/950MT/960 Series **truck refrigeration units (together, the "affected TRUs")**. **According to Carrier Transicold's records, affected TRUs were sold through your dealership. A list of the affected TRUs, by serial number, that Carrier Transicold has on record as being sold through your dealership is attached to assist you in locating those affected TRUs.**

This is a safety recall notice under the National Traffic and Motor Vehicle Safety Act. Failure to perform the inspection and installation work that will be required for this recall, to be described in subsequent communications, as soon as possible could result in property damage or personal injury.

Under certain conditions, if the centrifugal clutch in an affected TRU fails to deliver the required torque, it could lead to overheating of the clutch assembly and eventually to severe clutch failure. This situation, in certain circumstances, could lead to the clutch breaking apart, and hot pieces falling onto nearby flammable material and/or igniting the clutch belt, which could propagate a flame and result in a fire.

Carrier Transicold is working with NHTSA on the final remedy to correct this safety risk. A subsequent communication, with necessary service bulletins and technical instructions, will follow once the remedy is final.

In the meantime, we ask that you encourage all owners/operators of the affected TRUs to always follow **proper procedures and maintenance recommended by Carrier in its Operator's Manual**. Specifically with respect to this issue, we ask that you remind owners/operators of the following: First, a proper pre-trip inspection, which is required before every use, would likely lead to the discovery of problems with the powertrain system, clutch, and/or wear of the belts before a failure occurs. Second, **regular and proper maintenance of the unit in accordance with Carrier's** prescribed preventive maintenance timeline may also lead to the discovery of conditions that could lead to clutch failure before a failure event occurs. Third, when the alternator starts to fail to provide a certain level of volts as a consequence of impending clutch failure, and before overheating and total clutch failure, an alarm is triggered both audibly and visually in the cab that should alert the user of a problem. If the alarm has not been disabled, it will shut down the unit

before the overheating progresses to the point of failure. Dealers should inspect and ensure that this alarm (CNF16) is enabled to allow engine shut down when this condition occurs. Fourth, all users should make sure their unit is kept free of leaves and other debris that may initiate a fire.

Once the final remedy is announced, if you know of any customer who had previously completed the remedy work and the customer paid for that work; or if any customer contacts you claiming that they have previously completed the remedy work and such work was not covered by the manufacturer's warranty, or that they otherwise were obligated to pay for such work, please collect the following information and submit to Carrier Transicold: (1) the customer's name and contact information; (2) the date and place of work; (3) the description of work performed; (4) the price of said work; and (5) copies of any work order(s) or receipt(s).

For affected TRUs currently in your inventory, all inspections and repairs associated with the final remedy must be done on all new installations before you deliver any of these affected TRUs to the customer. Please note that it is a violation of federal law to deliver any new or used unit covered by this notification under sale or lease until the remedy is completed.

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

Affected TRUs you have already delivered to customers must be inspected and have the final remedy that will be announced completed as soon as possible. Carrier Transicold is also sending a notice of this required inspection and field action to customers in the attached form.

Should you have any questions regarding this notification, please do not hesitate to contact your regional sales or service contacts, or Carrier Transicold at 800-448-1661.

Regards,

Carrier Transicold Service Engineering

(2) attachments

**List of Customers with Affected TRUs**

NFD91220086  
PFR91357037  
PFR91357038  
PFS91363319  
PFS91363320  
RFT91448879  
SFA91477324  
TFE91567967  
TFF91568608  
TFJ91581626  
TFJ91584134  
TFP91606192  
TFP91606194  
TFR91609929  
TFR91609972  
TFV91628401  
TFV91628971



IMPORTANT SAFETY MESSAGE



05/26/2023

## IMPORTANT SAFETY RECALL NHTSA Recall No. 23E-026

*Customer Name*  
*Customer Address*

Dear Valued Customer:

**This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.**

Carrier Transicold has decided that a defect which relates to motor vehicle safety exists in Supra 950/950MT/960 Series truck refrigeration units (**together, the "affected TRUs"**). Our records indicate that one or more affected TRUs are registered to your company under the serial number(s) listed in the attachment to this letter.

This is a safety recall notice under the National Traffic and Motor Vehicle Safety Act. A subsequent notice will be sent with specific instructions for certain repair work to be done, free of charge, once the remedy is finalized. Failure to perform the repair and inspection work described in this subsequent letter as soon as possible could result in property damage or personal injury.

Under certain conditions, if the **unit's centrifugal** clutch (which transmits mechanical torque from the diesel engine to the drivetrain to allow rotation through belts of the compressor, standby motor and alternator) fails to deliver the required torque, it could lead to overheating of the clutch assembly and eventually to severe clutch failure. This situation, in certain circumstances, could lead to the clutch breaking apart, and hot pieces falling onto nearby flammable material and/or igniting the clutch belt, which could propagate a flame and result in a fire.

It is important to note that this hazard can be avoided by following proper procedures and maintenance recommended by Carrier in its **Operator's Manual**. First, a proper pre-trip inspection, which is required before every use, would likely lead to the discovery of problems with the powertrain system, clutch, and/or wear of the belts before a failure occurs. Second, **regular and proper maintenance of the unit in accordance with Carrier's prescribed preventive maintenance timeline** may also lead to the discovery of conditions that could lead to clutch failure before a failure event occurs. Third, when the alternator starts to fail to provide a certain

level of volts as a consequence of impending clutch failure, and before overheating and total clutch failure, an alarm is triggered both audibly and visually in the cab that should alert the user of a problem. If the alarm has not been disabled, it will shut down the unit before the overheating progresses to the point of failure. We encourage all owners to ensure this alarm (CNF16) is enabled to allow engine shut down when this condition occurs. Fourth, we encourage all users to make sure the unit is kept free of leaves and other debris that may initiate a fire.

Once the remedy is finalized, you will receive a subsequent notification letter that explains the work to be done, and your authorized Carrier Transicold dealer will contact you to arrange to have all affected TRUs shown in the attachment to this letter or otherwise in your possession inspected and repaired. The inspection and rework will be provided at no charge to you.

Carrier Transicold dealers will also receive notice about this issue and the remedy work to be completed. Should you need help locating an authorized Carrier Transicold dealer in your area, wish to confirm whether your Carrier Transicold equipment is affected by this notice or have any other questions, please call the Carrier Transicold Action Line at 800-448-1661. You can also reference the Manufacturer Reimbursement Plan on file with NHTSA for further instructions.

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

If you believe that Carrier Transicold has failed to remedy the defect without charge, or if you believe that Carrier Transicold has failed to remedy the defect (without charge) within sixty (60) days of your first attempt to obtain the repair, after the subsequent notification letter describing the final remedy, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1800-424-9153), or go to <http://www.safercar.gov>.

Regards,

Carrier Transicold Service Engineering

(1) attachment

**Customer Affected TRU Serial Number List**