



IMPORTANT SAFETY MESSAGE



08/11/2023

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

Dear Dealer:

This communication follows up on our 5/26/2023 letter, in which we advised that 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 was attached in the previous letter to assist you in locating those affected TRUs. If you need the serial numbers again, please let us know.

This is a safety recall notice under the National Traffic and Motor Vehicle Safety Act. Failure to perform the inspection and installation work that is required for this recall, 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 requests that you reach out to your customers who purchased the affected TRUs on the attached list to arrange to have all affected TRUs inspected and repaired, as described below and in the attached documents. The inspection and repair work shall be provided at no charge to the owner. During the inspection, we ask that you: (1) inspect the powertrain, to check the condition of belt drive components; (2) inspect the unit for leaves/flammable debris and remove as required; (3) replace the unit bottom panel with a panel of metal construction; (4) install a metal bracket at the engine plate; and (5) enable the CNF16 alarm Alt Aux shutdown configuration. **Please see the attached Service Bulletin and Technical Instruction 98-50471-00 for further instructions regarding this repair work.**

In addition, and as described in our earlier 5/26/2023 communication, 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.

If you know of any customer who had previously completed the repair work and the customer paid for that work; or if any customer contacts you claiming that they have previously completed the repair work and such work was not covered by the manufacturer's warranty, or that they otherwise were obligated to pay for such work, there is certain information we ask that you collect from the customer and submit to Carrier Transicold. This information includes: (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). Please refer to Carrier's Manufacturer Reimbursement Plan to ensure all necessary information is collected.

For affected TRUs currently in your inventory, all inspections and repairs 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 inspection and repair 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 repaired 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

(3) attachments:

1. Service Bulletin
2. Technical Instruction
3. Sample Owner Notification letter