

## IMPORTANT SAFETY NOTICE

### SAFETY RECALL **23V450** (STE Hackney) **23E026** (Carrier)

Dear STE Hackney – Kidron customer,

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

STE Hackney has decided, based on information from Carrier Transicold, that a defect which relates to motor vehicle safety exists in certain 2011-2021 Kidron refrigerated truck bodies with Carrier Supra 950/950MT and 960 refrigeration units. A copy of the Carrier Transicold final notice is attached.

Our records indicate that STE Hackney supplied Kidron truck bodies to you with a Carrier Transicold unit identified in this recall. Appendix A contains a list of units identified by STE Hackney.

**Reason for this recall:** The centrifugal clutch may overheat and break apart.

**Risk to motor vehicle safety:** Hot components from the clutch assembly may fall onto nearby flammable material and/or ignite the clutch belt which could propagate a flame and result in a fire.

**Actions you should take:** Contact your authorized Carrier Transicold dealer to arrange inspection of the affected serial numbers shown in the attachment, or any units otherwise in your possession.

**Remedy for the defect:** Carrier Transicold will inspect the unit and complete the repair work at no charge to you. The repair is expected to take 1.8 hours to complete. The details of the inspection process are outlined in Carrier Transicold recall 23E-026 attached. When work is completed, please fill out the Authorization for Recall Service card and return to STE Hackney.

#### Contact information:

If you have any questions, please contact Mihai Serban, Warranty Manager 330-857-6810 and/or [mserban@kidron.com](mailto:mserban@kidron.com)

#### If you do not own this vehicle:

Our records indicate you were the original purchaser of the vehicle identified on the enclosed card. If you do not own this vehicle, please fill out the **Authorization for Recall Service card** and return to STE Hackney so you will not be contacted again regarding this recall.



STE Hackney  
911 W. Fifth Street P.O. Box 880  
Washington, North Carolina 27889, USA  
Phone: 252.946.6521 Fax: 252.9758340  
[www.kidron.com](http://www.kidron.com)

**If you need assistance:**

If you believe that STE Hackney or Carrier Transicold has failed to perform this repair within a reasonable amount of time, or the existing condition was not remedied without charge, please contact STE Hackney 800-763-0700.

You may also wish to submit a complaint to:  
Administrator  
National Highway Traffic Safety Administration,  
1200 New Jersey Ave. S.E.  
Washington, D.C., 20590

Or call the toll-free Vehicle Safety Hot-Line at 1-888-327-4236 (TTY:1-800-424-9152) or go to [www.safercar.gov](http://www.safercar.gov)

**Lessor Requirements:**

Federal regulations require that any vehicle lessor receiving this Recall notice must forward a copy of this notice to the lessee within ten days.

**Reimbursement Eligibility:**

If you have previously paid for repairs because of this issue, you may be entitled to recovery of those expenses. Contact Carrier Transicold for details.

**We request your prompt attention to the correction of this issue.**

Sincerely,

Rosa Hernandez  
Director of Quality Assurance  
STE Hackney

Issue: Rev. 02 9/20/23

