



Kentucky Trailer
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Corporate Support Center

September 19, 2023

IMPORTANT SAFETY RECALL

NHTSA Safety Recall No. 23V-632
(Carrier Recall 23E-026)



This Notice applies to your vehicle (VIN# [REDACTED])

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

Kentucky Trailer has decided that a defect which relates to motor vehicle safety exists in certain 2019-2023 (KTSV) XL-12 trailers equipped with a Carrier Transicold Supra 950/950MT/960 Series refrigeration unit. We apologize for any inconvenience that this may cause and we want to assure you that, with your assistance, this condition will be corrected.

What is the Defect?

If the Supra 950/950MT/960 Series refrigeration unit 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 sever clutch failure. This situation 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.

As a precaution, Carrier advises that this hazard can be avoided by following proper procedures and maintenance recommended by Carrier in its Operator's Manual including:

1. 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.
2. Second, regular and proper maintenance of the unit in accordance with Carrier's prescribed preventative maintenance timeline may also lead to the discovery of conditions that could lead to clutch failure before a failure occurs.
3. 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. All owners/users are encouraged to ensure this alarm (CNF16) is enabled to allow engine shut down when this condition occurs.
4. Fourth, all owners/users are encouraged to make sure the unit is kept free of leaves and other debris that may initiate a fire.

What will Carrier do to remedy the defect?

Carrier will arrange to have all truck refrigeration units inspected and repaired at no charge to you. This process will include (1) inspecting the powertrain and checking the condition of the belt drive components; (2) inspecting the unit for leaves/flammable debris and removing as required; (3) enabling the CNF16 alarm Alt Aux shutdown configuration; (4) replacing the unit bottom panel with a panel of different construction, and (5) installing a metal bracket at the engine plate. It is estimated that these inspections and repairs will take approximately 1.8 hours.

Who Should you contact with Further Questions or Concerns?

If you have questions or concerns about this recall, please contact the Carrier Transicold Action Line at (800) 448-1661. You may also contact Kentucky Trailer at (248) 590-0252.

If Carrier fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

What if you Already Paid for This Repair?

If you believe you have previously completed the repair work described in this notification letter and such work was not covered by the manufacturer's warranty, or you otherwise were obligated to pay for such work, please contact the Carrier Transicold Action Line at (800) 448-1661.

What if you no longer own or use this vehicle?

If you no longer own or have retired this vehicle, please let Kentucky Trailer know by emailing us at: greg.smith@kytrailer.com, or calling us at (248) 590-0252. If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner within ten (10) days of receipt of this letter.

Thank you for your prompt attention to this important safety matter.

Kentucky Trailer