



# SERVICE BULLETIN

**SER23-017**  
**08/11/2023**

**SUBJECT: Field Action R-1006 for Supra 950/960/950MT**

The above field action is active for Supra 950/960/950MT units built from 2006 to March 2023. This is a field action for safety recall NHSTA Recall No. 23E-026 under the National Traffic and Motor Vehicle Safety Act. Failure to perform the repair and inspection work described as soon as possible could result in property damage or personal injury. The action required will vary based on the serial number range of the unit and is described in Table 1.

Item	Required Action	Description	Serial Number Range
1	Inspect powertrain	Check condition of belt driven components.	All
2	Removal of debris	Customers are encouraged to enable the Alt Aux shutdown configuration.	
3	Enable CNF16	Inspect unit for leaves/flammable debris and remove as required.	
4	Replace unit bottom panel	Replace with panel of different construction.	Prior to UFA91642246
5	Install engine bracket	Metal bracket installed at engine plate.	Prior to UFJ91659264

Table 1.

Dealers should refer to the appropriate operation and service manual for powertrain specifications and microprocessor configuration procedure. Technical Instruction 98-50471 has been published and covers the installation of the bottom panel and engine bracket. Three kits are required to perform this field action and are available from the Performance Parts Group (PPG).

- 74-50184-00 Hardware Kit, Engine Bracket
- 76-02110-00 Bottom Panel Kit
- 76-02122-00 Engine Bracket Kit

In order to initially supply demand across the network, dealers should order only the quantity required to perform the field action in the next four to six weeks. Additional quantities of the kits will be forthcoming and PPG will review orders for these kits to ensure adequate distribution across the network until availability increases.

From the date that all of the kits are available, the network will be reimbursed an incentive to perform the field action per the following schedule:

If the date of repair minus kit available date is:

- Up to two months, the claim will receive 110% of the field action dollars.
- Up to three months, the claim will receive 105% of the field action dollars.
- Greater than three months, the claim will receive 100% of the field action dollars.



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Dealers may choose to share part or all of the incentive received with their teams performing the field action.

Dealers may request transportation costs (SER21-049) to perform the field action on fleets with 10+ assets where delivery to the dealer is prohibitive.

The incentive and transportation costs are associated only with this field action and will be evaluated for their effectiveness in the future.

Inquiries regarding adjustments for particular situations should be made through your FSE.

WebClaim 2.0 is preloaded with the affected serial numbers and a field action claim can be input using R-1006.