



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