



IMPORTANT SAFETY MESSAGE



IMPORTANT SAFETY RECALL

NHTSA Recall No. 24E-012

March 14, 2024

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 Carrier's PowerLINE® series 24 CARB-compliant RG genset and UG genset models (together, the "affected Gensets").

To follow up on our prior email notification sent on February 7, 2024, and to reiterate the purpose of that email, our records indicate that one or more affected Gensets are owned or leased by your company per 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. Failure to perform the repair and inspection work described in this letter as soon as possible could result in property damage or personal injury.

It is believed that the reported issue causes the Diesel Oxidation Catalyst (DOC) of the Kubota engine that powers the affected Gensets to overheat. The DOC may become hot enough to melt the steel shell of the DOC, and/or melt a hole through the aluminum genset cover, and potentially damage surrounding parts, creating a potential fire hazard.

A Regional Carrier Transicold Field Service Engineer will contact you as soon as possible and no later than 30 days of your receipt of this letter to arrange to have all affected Gensets shown in the attachment to this letter inspected and repaired as soon as possible. The inspection and repair work described below will be provided at no charge to you. During the inspection, the authorized repair location will (1) inspect the unit for debris and remove as required, and (2) install a safety overheat shutdown electrical circuit consisting of thermal switches to be mounted on the DOC. On completion of the installation of the kit, the engine will shut down before the DOC reaches the overheat condition while in operation. We estimate that these inspections and repairs will take approximately 1.5 hours.

After the repair and inspection work described above is completed, units can be put back in service. All completions will be communicated back to the Regional Carrier Transicold Field Service Engineer for Carrier tracking and ultimate reporting to NHTSA.

If your Regional Carrier Transicold Field Service Engineer has not contacted you within 30 days of your receipt of this letter to schedule the inspection and repair work, please contact a Carrier Americas Service manager at +1 315 720 0193. It is important that you make your units available for inspection and repair work as soon as possible.

The primary contributor of the DOC overheat appears to be the intake air cleaner getting obstructed. We therefore encourage all users to make sure the unit is kept free of debris to not obstruct the intake air cleaner. Prior to first use, ensure all packaging material is safely removed and discarded. Follow PTI instructions identified within the unit operations and service manual, which calls out the inspection of air cleaner for any obstructions.

Should you need help in identifying a repair location 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 +1 800 668 6283.

You may be eligible to receive a reimbursement for the reasonable cost of necessary repairs made prior to receiving this notice. Please speak with your Regional Carrier Transicold Field Service Engineer and/or 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 Genset unit to forward 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, 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: +1 800 424 9153), or go to <http://www.safercar.gov>.

We apologize for any inconvenience and thank you for your attention to this safety matter.

Regards,

Carrier Transicold Service Engineering

(1) attachment

Customer Affected TRU Serial Number List