

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.

Carrier Transicold has identified that a defect which relates to motor vehicle safety exists in certain Supra 950/950MT and 960 refrigeration units and has issued recall 23E026 to notify manufacturers that received these units. A copy of the notice is attached.

Our records indicate that the following Kidron truck bodies were supplied to you by STE Hackney with a Carrier Transicold unit identified in this recall (see Appendix A attached).

Reason for this recall: The centrifugal clutch may overheat under certain conditions and break apart.

Risk to motor vehicle safety: Hot components from the clutch assembly may fall onto nearby flammable materials, such as leaves or other debris, increasing the risk of a fire.

Actions you should take:

- (1) pre-trip inspection, according to Carrier's detailed instructions in the owner's manual and other training materials;
- (2) follow the prescribed preventative maintenance schedule;
- (3) clear out all leaves and other debris in the bottom panels of the units on a regular basis;
- (4) ensure that the system alarm (CNF16) is fully enabled so that it will shut off the unit when slippage in the powertrain system is detected, which could lead to an overheat situation

Remedy for the defect:

For units in the field, Carrier will replace the plastic panels at the bottom of each unit with a metal panel, in all units that were manufactured before the production change in 2020. A metal panel will prevent any fire from propagating, even if hot clutch debris falls onto the panel. In addition, Carrier will install a metal bracket/guard around the clutch to prevent hot clutch debris from reaching flammable materials. Carrier estimates that it will need 1-2 months to acquire the panels and brackets for this remedy. Once enough panels and brackets are in supply, Carrier will send out notice letters to owners and dealers instructing owners to bring in their units as soon as possible for these repairs. These repairs will be at no charge to the owner. Kidron will forward this information as soon as available.

Contact information:

If you have any questions, please contact Mihai Serban, Warranty Manager 330-857-6810 and/or 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: 252.9+46.6521 Fax: 252.9758340
www.kidron.com

If you need assistance:

If you believe that STE Hackney 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

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 as a result 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. 01 7/6/23

