



Counterfeit turbos turn dream cruise into a nightmare

Rick Renfroe spent years diligently planning for a dream cruise. Little did he know, he had been deceived by counterfeit parts that were going to cause his trip to go horribly wrong.

HOLSET[®]
TURBOCHARGERS



cummins.com



Rick Renfroe had been planning a cruise to Key West and the Bahamas for well over a decade. The day he finally got his keys to a Sundancer 440 with twin Cummins diesels, that dream was on its way to becoming a reality.

No stone was left unturned in his boating preparations. Every mechanical element was checked and tested ahead of time, and if there were any doubts about a part's reliability, it was replaced.

This included the Holset® turbochargers mounted to the Cummins 6BTA5.9-M2 engines. Right before the big trip, Renfroe was wrapping up months of trouble-free performance sea trials when smoke started to appear from the port engine.

Rather than taking any risks, Renfroe and his diesel mechanic decided to replace the turbochargers in both engines.

THE START OF A VICIOUS CYCLE

The local marina did not have the correct turbo model in stock, so Renfroe searched online and found a dealer in Atlanta, 600 miles (965 km) away, that did. With the trip fast approaching, he quickly drove to Atlanta to pick up the turbos and brought them back to be installed immediately by his trusted technician.

The new HX40M turbos were advertised as "genuine Holset." They looked right. They fit right. However, when the owner fired up the engines for a shake-down cruise in nearby waters, it took less than two minutes for the turbo on the port engine to have a significant failure.

Assuming a manufacturing defect was the issue, Renfroe got back in his car, drove to Atlanta and exchanged it for another unit. He shrugged it off as an anomaly. Little did he know, this was only the beginning of his troubles.

With the second replacement turbo installed, the family embarked on the first leg of the journey. All was going according to plan, and they spent a delightful week cruising the Bahamas and back to Key West. They started up the western coast of Florida, and just as they were leaving a fuel stop in Venice, the turbo on the starboard engine died, forcing them to idle for 14 miles (about 23km) to the nearest marina.

A postmortem on the turbo revealed a seal failure and oil leak in the turbo, which caused the shaft to snap. The family rented a car to get home and a slip for their boat. Renfroe once again drove back to the dealer who sold him the first three units to get yet another replacement. Finally, back at his home port, Renfroe noticed oil seeping out of the housing. Fed up, he sent the turbos to Holset, where it was discovered the entire lot of turbos were counterfeit.

HURRICANE MICHAEL

An ugly situation took a disastrous turn when Hurricane Michael suddenly started bearing straight down at the port. With no turbo on one side, there was no way to escape the hurricane's path in time. Renfroe had no other choice but to remain docked and hope for the best. Unfortunately, the entire Panama City Marina took a direct hit and was completely destroyed – including Renfroe's Sundancer 440.

Despite the situation, Renfroe appreciated the Holset team that made every effort to remedy the situation once they were contacted. He learned firsthand that to be absolutely positive you are getting a Genuine Holset turbocharger, with Holset reliability, durability and performance, you must always buy from an authorized Holset distributor.

To learn more about Genuine Holset turbochargers and parts, visit Holset.com to find your local authorized Holset distributor.



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