

Date: Monday, August 4, 2014

Subject: Thermo King 1100W, 1500W and 2000W Inverters released to the market on May 15, 2014 and used with the TriPac EVOLUTION and TriPac E.

Bulletin Location: TSA Info Central\

UNITS: All Thermo King 1100W, 1500W and 2000W Inverters that were released to the market May 15, 2014 and used with TriPac EVOLUTION and TriPac E.

Thermo King has been made aware of recent performance issues involving the Thermo King 1100W, 1500W and 2000W Inverters that were released to the market on May 15, 2014, which are supplied to Thermo King by a third party vendor. Thermo King is currently investigating these recently reported performance issues with the third party vendor.

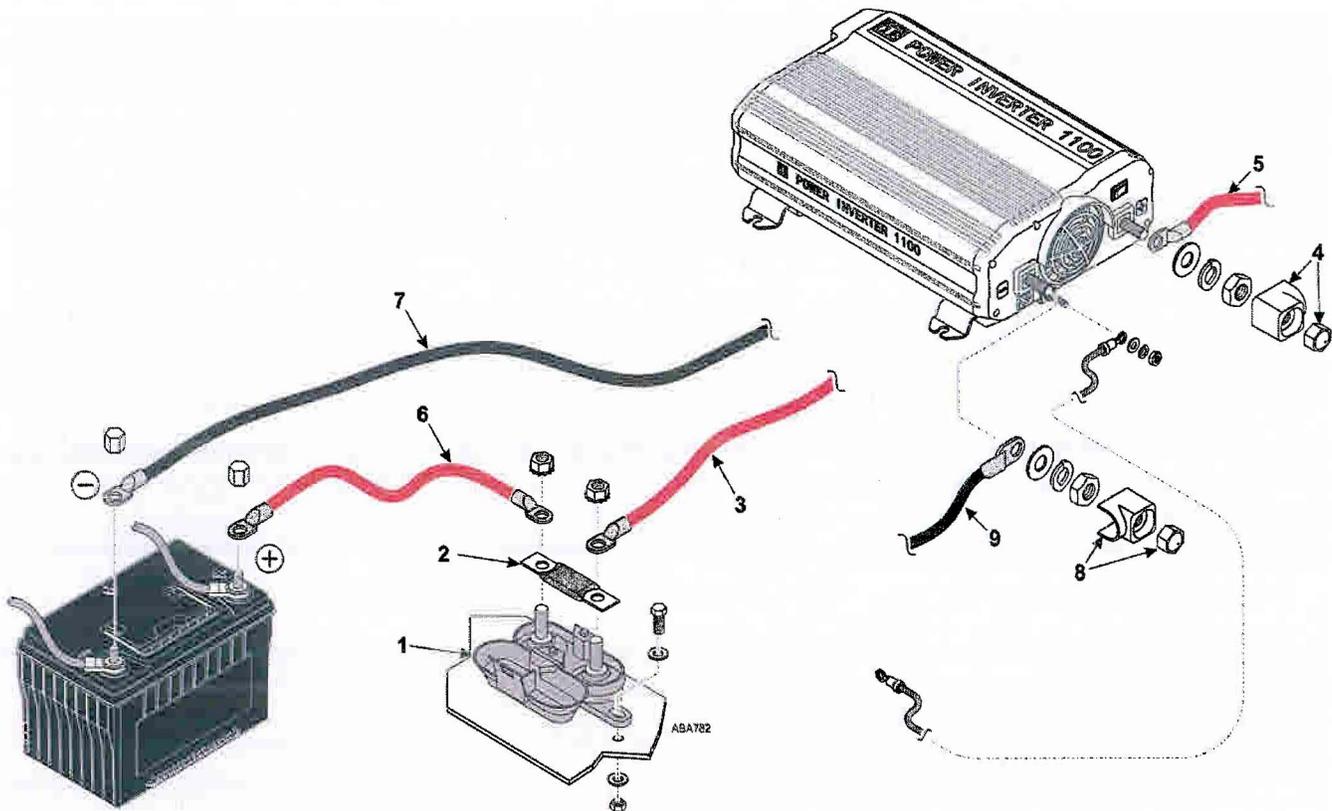
During its investigation, Thermo King advises that the following precautionary measures be taken with respect to the installation and operation of these 1100W, 1500W and 2000W Inverters until further notice:

- **Inverters you have in inventory:** Do not install any of the 1100W, 1500W and 2000W Inverters that you currently have in inventory.
- **Inverters that have been installed:** Remove, and/or instruct your customers to remove the fuse from the fuse holder in the battery box on all 1100W, 1500W and 2000W Inverters that were installed on or after the May 15, 2014 release date. *See Image 1 on page 2 for more detail.*
- **Future shipments of Inverters:** Do not install future shipments of 1100W, 1500W and 2000W Inverters unless otherwise advised by Thermo King in writing.

As stated above, Thermo King is working closely with the third party vendor on investigating this performance issue and will provide you with further instruction as soon as practicable.

If you have any questions regarding this, please contact the Thermo King Technical Service Department.

Image 1

**DIRECTIONS:**

1. Open the fuse holder cover. *Number 2 in Image 1 above.*
2. Using a 1/2 wrench, remove the nuts that secure the power cables.
3. Remove both power cables from the studs.
4. Remove the fuse from the fuse holder.
5. Reinstall the power cables onto the studs.
6. Install the nuts to secure the power cables and torque to 120 in-lbs.
7. Close the fuse holder cover.

Date: August 8th, 2014

Subject: Power Inverters Recall

Bulletin Location: TSA Info Central\Parts Bulletins\Issued 2014

A Product Bulletin 6011 was issued on August 4th directing you to stop selling/installing any 1100W, 1500W and 2000W Inverters released to the market on May 15, 2014. This addendum to Product Bulletin 6011 includes inverters you have in parts inventory (on the shelf) as well as inverters you have in Tripac system inventory (in stock). This bulletin does not include inverters operating on installed units.

*****Important Note: Inverters on installed units will be addressed with a future campaign*****

Please remove these inverters from your shelf and Tripac inventory immediately and return them using the recall process no later than the **end of September 2014.**

To ensure fairness to every dealer we are limiting the number of orders to 20 inverters per dealer per week. Please only order the quantity needed to address your immediate installation needs. Please contact your District Sales or Service Manager if your dealership requires a larger quantity.

Recalled Part Numbers:

Inverter	Recall Part Numbers	Re-order Part Numbers
1100W	45-2560	45-2341
1500W	45-2561	41-7784
2000W	45-2562	41-7784

Return Process:

- All affected parts must be processed via the standard parts return process (PB1425-1) for a full refund.
- Make sure to select a new return type and use reason code "Thermo King Recalled Parts".
- After submitting the return request, please wait for the approved return authorization prior to using Thermo King's UPS Account #560729.

- Detailed Shipping information will be provided in the return authorization form. [Click Here](#) to access the Parts Return Policy.
- If you have any questions don't hesitate to contact either me or your Aftermarket Sales Manager. Thank you for your continued support of Thermo King Aftermarket.

Sincerely,

Urszula Maj-Zawieruszynski
Aftermarket Product Manager
Office: (952) 887-3583
urszula.mz@irco.com

Date: August 11, 2014

Subject: Power Inverters Customer Credit Return Process

**Bulletin Location: TSA Info Central\Service Bulletins\Truck and Trailer Service Bulletins
(1991 to present)\ TT501 through TT750**

Thermo King is offering to allow customers that need immediate resolution to the inverter issue to remove the existing Thermo King inverter and receive a refund. This service is being offered to allow customers to remove the Thermo King inverter as an option and to install an inverter of their choice. The new inverter must not exceed the power rating of the Thermo King Factory inverter. The factory wiring harness, system fuse and plug must not be altered in any way.

*****Important Note: This is intended as a service alternative for customers who need immediate resolution. For all other customers, the Thermo King inverter on installed units will be addressed separately*****

To insure smooth processing of return and refund please follow the below instructions:

1. Fill out the attached customer refund form and include all required information.
2. Remove the installed inverter from the customer tractor and remove the fuse in the fuse holder to ensure the circuit is not powered.
3. Provide refund to the customer in the amount of **\$375.00**.
4. Send the removed inverter, refund form and dealer invoice to the attention of Dave Palm – Product Service Manager TriPac.
 - a. Note: Be sure to include MS#38 on your package to ensure processing in a timely manner.
5. Your dealership will be issued a credit through the 919 system to reimburse you for the refund expense. Be sure to include your dealer invoice to process the credit memo.
6. Any request by the customer to install a new inverter should be billed to the customer. TK Corp will not pay for any installation charges of a customer purchased inverter.

Return Form for Installed Power Bright Inverters

Required Dealer Information:

Dealer Name: _____

Dealer Address: _____

Dealer Number: _____

Required Customer Information:

Customer Name: _____

Customer Address: _____

Required Unit/Inverter Information

Unit Serial Number: _____

Inverter Part Number: _____

Inverter Serial Number: _____

Was the Inverter Operational: Y or N

Thermo King Corporation is not responsible for any modification, installation or rework performed by the customer. The customer takes full responsibility for the selection, installation, reliability and quality of the customer selected power inverter. This service is being offered to allow customers to remove the Thermo King inverter as an option and to install an inverter of their choice. The new inverter must not exceed the power rating of the factory inverter. The factory wiring harness, system fuse and plug must not be altered in any way. For any questions please contact your local dealer or District Service Manager.

Signed: _____

Date: _____