

Part 573 Safety Recall Report

24E-042

Manufacturer Name : Thermo King Corp.

Submission Date : JUN 06, 2024

NHTSA Recall No. : 24E-042

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Thermo King Corp.

Address : World Headquarters
314 West 90th Street Minneapolis MN
55420-3693

Company phone : 952-887-2200

Population :

Number of potentially involved : 1,503

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : Thermo King

Model : Tripac-3

Part No. : 800908

Size : NR

Function : Accessory

Descriptive Information : As a result of supplier error, certain Tripac-3 auxiliary power units ("APU") with the claw mounting option were shipped with mounting kits containing 7" length bolts instead of 7.5" length bolts.

Production Dates : APR 08, 2024 - MAY 15, 2024

Description of Defect :

Description of the Defect : Certain APUs were supplied with mounting kits containing 7" length bolts instead of 7.5" length bolts. Use of the 7" bolt could result in bolt loosening.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : There is risk of the bolt loosening due to low engagement of the bolt with the nylon feature in the nut. If all four bolts securing the APU to the vehicle were to loosen, there is a risk of the APU falling off of the vehicle during operation, increasing the risk of a crash without prior warning.

Description of the Cause : Supplier error.

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name : Kit-Hardware-APU-Mounting

Component Description : APU Mounting Kit

Component Part Number : 800908

Supplier Identification :

Component Manufacturer

Name : Fastenal Co.

Address : 1308 1/2 W J St
Hastings Nebraska 68901

Country : United States

Chronology :

The Tripac-3 (diesel APU) has 2 different types of mounting kits: claw mount and direct mount. The claw mounting kit includes 4 bolts (each with diameter of 3/4 dia and length of 7.5"), nuts, retainers, and 8 washers. The length of the bolts for the direct mount varies from 3.0" to 4.0" depending on the location within the unit. Tripac Envidia (Electric APU) claw mounting kit has a 7" bolt to meet the specific needs of the electric APU.

On or around April 26 and 27, 2024, Thermo King discovered six 7" bolts used in a sample stock inspection of Tripac-3 APU. Because the bolts are supplied in cases of 6, Thermo King believed the case was accidentally swapped.

On or around May 2, 2024, Thermo King became aware of approximately 20 reports of incorrect bolts all in the build date 4/15 to 4/22. Thermo King Hastings Factory conducted an inventory audit and confirmed that supplier had provided the incorrect bolts needed for the Tripac-3. Fastenal began inspecting 100% of the stock on their end, and 100% stock arriving at Thermo King Hastings Factory began to be inspected.

As of May 29, 2024, there were 48 reports of incorrect bolts from dealers, 5 found in the factory's finished product crates, and 114 on a pallet. The initial determination was made that the impacted units were shipped from Thermo King Hastings factory between 4/15/2024 and 4/22/2024. Further evidence suggests that later shipments may also be affected. Thermo King continues to investigate the scope.

Based on its internal investigation, Thermo King determined on May 22, 2024, that the potential safety risk of the incorrect bolt lengths warranted filing of this section 573 report.

Description of Remedy :

Description of Remedy Program : Based on Thermo King's current understanding, the dealers alerted have inspected products on their lot and remediated any affected units. Thermo King issued a service bulletin on May 15, 2024, to alert all dealers, district service managers, and field teams to inspect the units and replace any 7" bolts that are found in the field. Thermo King Dealers have been instructed to order four (4) new bolts (part number 511313) and install them on the unit if the mounting bolts are found to be incorrect. They should also submit a Salesforce ticket with the unit's serial number to the Thermo King Technical Service Team and file a machine warranty claim (miscellaneous) for parts and labour reimbursement amounting to 1 hour. At this time, Thermo King is aware of 1 unit that was delivered to a customer, but it was immediately returned and repaired. Dealers will inspect and replace the APU mounting bolts, as necessary, free of charge to owners. Owners and dealers who receive the planned owner and dealer notifications and who have already paid for repairs due to this defect may apply for reimbursement. All pre-notification reimbursement requests for repairs which were performed until a date 10 days after the final customer notification was made will be considered by Thermo King for reimbursement. Thermo King will also reimburse for parts, labor, and miscellaneous costs directly related to the remedy of this defect. Dealers should follow the warranty claim process described in the prior paragraph. Any requests for reimbursement from owners should be directed to Thermo King at (866) 776-2708.

How Remedy Component Differs from Recalled Component : The remedy component is a 7.5 inch bolt, which meets customer specifications.

Identify How/When Recall Condition was Corrected in Production : As of May 17th, the Thermo King Hastings quality team has inspected the finished goods and kits in the inventory, and incorrect kits have been isolated. The supplier has also contained the issue on their end.

Recall Schedule :

Description of Recall Schedule : A service bulletin was issued on May 15, 2024, to alert all dealers, district service managers, and field teams to inspect the units and replace any 7" bolts that are found in the field. The official dealer notification will be sent immediately following receipt of the Recall Acknowledgement Letter. Thermo King continues to investigate if any affected units have left the dealerships.

Planned Dealer Notification Date : JUN 13, 2024 - JUN 13, 2024

Planned Owner Notification Date : JUL 26, 2024 - JUL 29, 2024

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR
Address : NR
NR
Country : NR
Company Phone : NR

* NR - Not Reported