

SERVICE INFORMATION LETTER

SIL TBX-02
Revision A
May 28, 2024

MODEL(S)	TB20, TB30, TB40, TB50, TB60
PART NUMBER(S)	6430020-(), 6430030-(), 6430040-(), 6430050-() 6431060-()
DESCRIPTION	Advanced Lithium-ion Battery
TOPIC	Quick Disconnect Assembly Improvement
PURPOSE	Product and Performance Enhancements

1. PLANNING INFORMATION

A. Effectivity

True Blue Power asserts that any TB(X) in the field with a serial number range listed in section (3) Affected Units have the improvement implemented during the manufacturing process.

True Blue Power is not expecting TB(X) Series batteries in the field to exhibit this issue. However, any fielded battery with this condition will be repaired at no charge, and that specific battery serial number will be warrantied against this condition for an additional 24 months.

B. Reason

We are aware of a limited number of instances, under robust conditions, in which TB(X) units have experienced retainer pins in the Quick Disconnect assembly migrating within the connector, allowing less than optimal adherence of the mating connector. We have investigated the issue and a corrective action has been implemented.

C. Description

The TB(X) Quick Disconnect assembly has threaded retaining pins that capture the mating connector from the airframe. Under some robust conditions, the pins have rotated outward such that they no longer protrude into the cylinder to engage the mating helical quick disconnect shaft, rendering the battery un-serviceable.

2. ACCOMPLISHMENT INSTRUCTIONS:

The action recommended by this Service Bulletin can be accomplished by returning the unit to True Blue Power.

If returning the TB20, TB30, TB40, TB50 or TB60 unit to True Blue Power:

Call True Blue Power customer support for a Return Material Authorization (RMA) at 316-630-0101.

Return address: True Blue Power
9400 E. 34th Street N.
Wichita, KS 67226

3. AFFECTED UNITS

Serial numbers listed below are manufactured (or updated) to include the features identified within this Service Information Letter:

- E24-10001 and all thereafter

Serialization of the product is defined as follows: (per QA-MG-018, Sect. 5.3.1)

XYY-ZZZZZ

X = Single capital letter designating the month according the following table.

A = JAN	D = APR	G = JUL	K = OCT
B = FEB	E = MAY	H = AUG	L = NOV
C = MAR	F = JUN	J = SEP	M = DEC

YY = Two-digit numeric designation for the year of manufacture (EX. 2020 = 20)

ZZZZZ = Five digit numeric designation for the sequential product manufactured within a given month. Each month begins with the first unit manufactured as 10001, with a maximum value of 99999. (Includes all products manufactured by Mid-Continent Instrument Co., Inc.)

EXAMPLE: B24-10047 serial number represents the 47th product manufactured in the month of February 2024.