



February 18, 2020

IMPORTANT SAFETY RECALL

Subject: NHTSA Campaign Number 19E-072
Models Affected: Hendrickson CONNEX ST trailer steerable suspension and axle systems with 25,000 lb. rated capacity and equipped with brake actuators (TSE Part No. 3030TLW30E-4071) supplied by TSE Brakes
Serial Numbers Affected: See attached CONNEX ST listing
Manufacture Dates: October 12, 2018 through March 4, 2019

[Customer Name]

[Address]

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and as a follow-up to our prior communication with your organization regarding this matter.

Hendrickson USA, L.L.C. ("Hendrickson") has decided that a defect which relates to motor vehicle safety exists in a limited number of Hendrickson CONNEX ST trailer steerable suspension and axle systems with 25,000 lb. rated capacity, and specifically involves brake actuator components (TSE Part No. 3030TLW30E-4071) supplied by TSE Brakes, Inc. These CONNEX ST systems were manufactured from October 12, 2018 through March 4, 2019.

Reason for the Recall

The above-referenced brake actuators supplied by TSE Brakes were equipped with flat mounting washers, used for installation to vehicle brackets. Some of these mounting washers may not comply with TSE Brakes' specifications and may fracture under certain conditions.

TSE Brakes advises any such fractures in the flat mounting washers may in some cases result in a loss of clamp load on the corresponding mounting bolt, which may reduce the output force from the brake actuator and potentially increase the stopping distance of the vehicle, which may increase the risk of a crash. Hendrickson has not received any field reports of any such washer fractures on CONNEX ST systems.

Hendrickson or TSE Brakes have not identified any warning signs that may appear prior to any potential fracture in the flat mounting washers.



Identification of Affected Parts

According to our records, Hendrickson sold and shipped to your company the affected CONNEX ST system serial numbers included in the attached list, which we previously provided to you.

The recalled brake actuators (TSE Part No. 3030TLW30E-4071) installed on the subject Hendrickson CONNEX ST systems are equipped with flat mounting washers, some of which may have a distinct manufacturer's marking/logo (as shown in TSE Brakes Product Bulletin TSB# 2019-002). Any mounting washers with this marking/logo should be replaced as described below. However, any mounting washers without this marking/logo are not affected by this recall and can be used normally. Please note TSE Brakes' replacement flat mounting washers do not have the manufacturer's marking/logo.

Please see the attached corresponding documents from TSE Brakes for additional information regarding this matter and instructions for identifying and replacing the subject mounting washers:

- Safety Recall Notice 18E-109
- Product Bulletin – Identifying Mounting Washer (TSB# 2019-002)
- Product Bulletin – Replacing Mounting Washer (TSB# 2019-001)

Recommended Action

Hendrickson recommends the affected brake actuator mounting washers with the above-referenced manufacturer's marking/logo be replaced through installation of a brake actuator mounting washer and nut kit available free of charge from TSE Brakes.

Replacement Parts and Service Instructions

Hendrickson recommends your company and/or your applicable customers who own any trailers equipped with the above-referenced CONNEX ST systems:

1. Use TSE Brakes Product Bulletin TSB# 2019-002 to inspect these CONNEX ST systems and determine whether any of the brake actuator components are equipped with mounting washers with the above-referenced manufacturer's marking/logo; and, if so
2. Contact TSE Brakes to order replacement brake actuator mounting washer and nut kits; and
3. Use TSE Brakes Product Bulletin TSB# 2019-001 to install such kits to replace those mounting washers with the manufacturer's marking/logo.

TSE Brakes will manage and track the orders and shipments of all such replacement kits to your company and/or your applicable customers. TSE Brakes will provide a standard allocation with labor hours for installation of the replacement kits. The primary contact at TSE Brakes regarding this matter is:

Tyler McGuire
TSE Brakes, Inc.
2310 Industrial Drive S.W.
Cullman, AL 35055
Direct Phone: 256-735-2284
Email: tyler.mcguire@tsebrakes.com
AFM Phone: 256-736-6288
OEM Phone: 256-736-6280
Website: www.tsebrakes.com
General Email: customer.service@tsebrakes.com



Communication

If after having attempted to take advantage of this recall you believe you have not been able to have the TSE brake actuators equipped on the affected CONNEXT ST systems remedied without charge and within a reasonable amount of time, please contact Hendrickson at:

Hendrickson Trailer Commercial Vehicle Systems
Technical Services Department
2070 Industrial Place S.E.
Canton, OH 44707-2641
Phone: 1-866-743-3247
Fax: 330-489-0494
Email: hts@hendrickson-intl.com

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Thank you for your prompt attention and cooperation regarding this matter. Hendrickson regrets any inconvenience this circumstance may cause you or your applicable customers. We are committed to maintaining your continued satisfaction with our products.

Sincerely,

Hendrickson Trailer Commercial Vehicle Systems, a division of Hendrickson USA, L.L.C.
Technical Services Department

Attachments:

- Customer-specific CONNEX ST listing
- TSE Brakes Safety Recall Notice 18E-109
- TSE Brakes Product Bulletin – Identifying Mounting Washer (TSB# 2019-002)
- TSE Brakes Product Bulletin – Replacing Mounting Washer (TSB# 2019-001)



1/7/2019

Hendrickson Trailer Suspension Systems
Attn: Brian Morreale
2070 Industrial Place SE
Canton, OH 44707

IMPORTANT SAFETY RECALL NOTICE 18E-109

Notice: This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.

TSE Brakes has decided that a limited number of brake actuators manufactured between 7/24/2018 and 8/10/2018 have a Safety Defect involving the flat mounting washer used to fasten the brake actuator to the mounting bracket on the vehicle.

NHTSA ID: 18E109

!IMPORTANT!

- Your brake actuator mounting hardware is being recalled
- You should contact TSE Brakes immediately to order replacement mounting hardware

Description of Defect

These flat washers may fracture when used with a truck, slotted style mounting bracket. This fracture may cause the tightened mounting bolt and nut to have a reduction in clamp load that may affect the force output from the brake actuator. A reduction in the braking performance can lengthen the distance needed to stop the vehicle, increasing the risk of a crash.

2310 Industrial Drive SW • Cullman, AL 35055 • 256-736-6275 www.TSEBrakes.com



A Marmon Highway Technologies®/Berkshire Hathaway Company



Recommended Action

To remedy this issue, TSE Brakes will supply new mounting washers at no charge to be installed on the affected brake chambers. The estimated time for inspection and repair is 0.25 hours.

Also, please find enclosed the part numbers and serial numbers affected. Please contact Tyler McGuire at 256-735-2284 or tyler.mcguire@tsebrakes.com to arrange for the shipment of new mounting hardware and for labor reimbursement.

Availability of Replacement Parts and Service Instructions

Refer to TSB #018-002 for mounting hardware replacement instructions.

Should you have a complaint related to the ability of the dealer or manufacturer to remedy this defect at no cost to you, please submit a complaint to:

ADMINISTRATOR

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 New Jersey Ave, SE
Washington, DC 20590

Or call the toll- free Vehicle Safety Hotline at 888-327-4236 (TTY800-424-9153), or go to www.safercar.gov

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

TSE Brakes



PRODUCT BULLETIN – IDENTIFYING MOUNTING WASHER



This bulletin covers how to identify washers that may not conform to TSE's hardware specifications.

1. Mounting Flat Washer with stamped logos (as pictured) may have compromised material properties. TSE recommends replacing the washer. Washers can be obtained from TSE free of charge.
2. Washers without logos are not affected and can be used normally.
3. Please reference TSE Brakes TSB#2019-001 for the proper procedure to replace washers.



Mounting Flat Washer



Identifying Logo

TSE Brakes, Inc. • 2310 Industrial Drive S.W. • Cullman, AL, 35055 • USA
AFM phone: 256-736-6288 • OEM phone: 256-736-6280
Email: customer.service@tsebrakes.com • Website: www.tsebrakes.com

TSB# 2019-002 Jan. 3, 2019

PRODUCT BULLETIN – REPLACING MOUNTING WASHER



This bulletin covers the procedure for replacing mounting washers on brake chambers installed on vehicles.

1. Always block vehicle wheels when working on brake actuators to prevent vehicle rollaway.
2. Prior to removing or installing washers, insure the spring brake is caged.
3. Remove nut and washer from top side of bracket only.
4. Replace nut and washer on top side with new nut and washer supplied.
5. Torque nut to 133-155 ft-lbs. (180-210 Nm).
6. Remove nut and washer from bottom side of bracket only.
7. Replace nut and washer on bottom side with new nut and washer supplied.
8. Torque nut to 133-155 ft-lbs. (180-210 Nm).

Step 3



Step 4



Step 5



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TSB# 2019-001 Jan. 3, 2019