

Part 573 Safety Recall Report

20E-055

Manufacturer Name : WATSON & CHALIN MANUFACTURING, INC.

Submission Date : AUG 18, 2020

NHTSA Recall No. : 20E-055

Manufacturer Recall No. : W&C2020-01



Manufacturer Information :

Manufacturer Name : WATSON & CHALIN
 MANUFACTURING, INC.
Address : 725 EAST UNIVERSITY DRIVE
 MCKINNEY TX 75069
Company phone : 972-547-6020

Population :

Number of potentially involved : 1,853
Estimated percentage with defect : 66 %

Equipment Information :

Brand / Trade 1 : Watson and Chalin
Model : SL2065
Part No. : Multiple part no's.
Size : 20,000 lb. rated capacity
Function : Lift axle

Descriptive Information : A limited number of Watson & Chalin ("W&C") Model SL2065 steerable lift axle suspensions systems may be equipped with lower rear pivot cap screws that are not long enough to sufficiently engage the locking feature of the corresponding nuts.

Production Dates : NOV 13, 2019 - APR 30, 2020

Description of Defect :

Description of the Defect : The above-referenced lower rear pivot cap screws may not be long enough to sufficiently engage the locking feature of the corresponding nuts.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In some cases, the above-referenced condition may cause a loss of clamp load of the corresponding pivot joint. Extended use of the suspension in this condition can result in the fracture or loss of the cap screw and related washers and nut. This can further result in foreign object debris on the roadway, increasing the risk of a crash and/or injury. W&C has not received any field reports of accidents due to a cap screw fracture or loss.

Description of the Cause : W&C has determined some of the affected lower rear pivot cap screws that were manufactured at the extreme low side of the length tolerance specification may not sufficiently engage the locking feature of the corresponding nuts during installation.

Identification of Any Warning that can Occur : Possible warning signs that may appear before a lower rear pivot cap screw fracture or loss include an insufficient number of cap screw threads extending beyond the end of the pivot nut, a missing pivot nut, failure of the suspension to lift or lower properly, and suspension noise and vibration.

Involved Components :

Component Name : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

03/26/20 – W&C warranty group reviewed first field complaint for a loose lower rear pivot fastener on a W&C SL2065 suspension. W&C engineering group initiated a preliminary investigation.

04/20/20 – W&C learned that PACCAR's service group had received some field reports of loose lower rear pivot fasteners on SL2065 suspensions.

05/01/20 – W&C engineering and manufacturing implemented a corrective change from an 11.5 in. nominal length cap screw to a 12.0 in. nominal length cap screw.

06/15/20 – W&C engineering group attended conference call with PACCAR (Kenworth and Peterbilt) to discuss the pivot fastener matter.

06/18/20 – W&C engineering group initiated testing and further analysis of the subject pivot fasteners.

06/20/20 – W&C engineering group concluded the pivot fastener testing.

07/20/20 – W&C engineering group attended conference call with Daimler Trucks North America to discuss the pivot fastener matter.

07/22/20 – W&C engineering group reviewed with PACCAR (Kenworth and Peterbilt) test results and conclusions regarding the affected pivot fasteners in the field.

08/04/20 – W&C engineering group reviewed with Navistar test results and conclusions regarding the affected pivot fasteners in the field.

08/13/20 – W&C engineering and technical service groups narrowed the population list of suspect SL2065

suspensions and affected W&C customers.

08/17/20 – W&C engineering group further conferred with PACCAR (Kenworth and Peterbilt) regarding a proposed field campaign for inspecting affected SL2065 suspensions and replacing, as-needed, lower rear pivot fasteners using a W&C replacement service kit.

Description of Remedy :

Description of Remedy Program : W&C will notify its affected vehicle OEM and aftermarket equipment installer customers of this issue, and recommend they and/or their applicable customers who own any vehicles equipped with the subject SL2065 suspension systems to: (1) inspect the suspensions and determine whether the lower rear pivot cap screws meet the criteria for threads extending beyond the respective nuts; (2) if such criteria are not met, contact W&C to order a replacement lower rear pivot fastener service kit free of charge; and (3) use W&C's instructions for installing such replacement fasteners. W&C will manage and track all orders it receives for replacement service kits, as well as its shipments of such kits. W&C will provide a standard allocation of labor hours for installation of the replacement service kits.

How Remedy Component Differs from Recalled Component : The replacement cap screw is longer than the affected cap screw in the field.

Identify How/When Recall Condition was Corrected in Production : On 05/01/20, W&C engineering and manufacturing implemented a corrective change from an 11.5 in. nominal length cap screw to a 12.0 in. nominal length cap screw.

Recall Schedule :

Description of Recall Schedule : W&C has begun informally notifying its applicable customers of this matter. Formal notification will start within 30 days.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

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 : Kenworth Truck Company

Address : 10630 NE 38TH Place
Kirkland WA 98033

Country : US

Company Phone : 425-828-5201

Name : Peterbilt Motors Company
Address : 3200 Airport Road
Denton TX 76207
Country : US
Company Phone : 940-220-2760

Name : Daimler Trucks North America LLC
Address : 4555 N Channel Ave.
Portland OR 97217
Country : US
Company Phone : 503-745-7385

Name : Riverview Industries, Inc.
Address : 3012 Route 9
Cold Spring NY 10516
Country : US
Company Phone : 845-265-5284

Name : Central States Thermo King St. Louis
Address : 420 East Carrie Ave.
St. Louis MO 63147
Country : US
Company Phone : 314-256-5350

Name : Tony Sanchez, Ltd.
Address : P.O. Box 649
Stanhope NJ 07874
Country : US
Company Phone : 973-398-3398

Name : Assembly Systems, Inc.
Address : 1505 South Central Ave.
Marshfield WI 54449-0189
Country : US
Company Phone : 715-486-8800

Name : Cook Brothers Truck Parts
Address : 15 Walter Avenue
Binghamton NY 13901
Country : US
Company Phone : 607-723-7481

Name : Dayton Parts, LLC
Address : 490 Railroad Ave.
Shiremanstown PA 17011
Country : US
Company Phone : 717-255-8547

Name : FleetPride, Inc.
Address : 600 E. Las Colinas Boulevard, Suite 400.
Irving TX 75039
Country : US
Company Phone : NR

Name : Henderson Truck Equipment
Address : 916 South 10th Street
Manchester IA 52057
Country : US
Company Phone : 563-927-7871

Name : PACCAR Parts, division of PACCAR Inc
Address : 750 Houser Way N
Renton WA 98057
Country : US
Company Phone : 425-254-4085

Name : Scientific Brake & Equipment Company
Address : 1455 Dickerson Rd.
Gaylord MI 49735
Country : US
Company Phone : 800-292-0235

Name : Stainless & Repair Inc.
Address : 8765 East 29th Street
Marshfield WI 54449
Country : US
Company Phone : 715-591-4933

Name : Suffolk County Brake Service Inc.
Address : 862 Lincoln Avenue
Bohemia NY 11716
Country : US
Company Phone : 631-244-7120

Name : ViCar, Inc.
Address : 3984 S. 500 West
Murray UT 84123
Country : US
Company Phone : 801 266-6656

Name : Navistar, Inc.
Address : 2701 Navistar Drive
Lisle IL 60532
Country : US
Company Phone : 331-332-5169

Name : Calabrese Truck Repair
Address : 36 Rice Court
Medford NY 11763
Country : US
Company Phone : 631-924-2220

Name : Thruway Spring
Address : 1609 Mt. Read Blvd.
Rochester NY 14606
Country : US
Company Phone : 585-254-6100

Name : Mack Trucks, Inc.
Address : 7825 National Service Rd,
Greensboro NC 27409
Country : US
Company Phone : 336-543-8533

Name : Hilbilt Sales Corp.
Address : 20036 I-30
Benton AR 72019-8045
Country : US
Company Phone : 501-316-2500

Name : Illinois Conveyor Enterprises, Inc.
Address : 21W161 Hill Avenue
Glen Ellyn 60137
Country : US
Company Phone : 630-469-1300

Name : Northern Truck & Equipment, LLC

Address : 11298 Rt. 149
Ft. Ann NY 12827

Country : US

Company Phone : 518-639-1020

Name : Stiman Steel

Address : 760 West River Rd.
Augusta ME 04330

Country : US

Company Phone : 207-622-3945

Name : Valley Fab and Equipment

Address : 9776 Trevett Rd.
Boston NY 14025

Country : US

Company Phone : 716-912-9667

Name : Volvo Trucks North America

Address : 7900 National Service Road
Greensboro NC 27409

Country : US

Company Phone : 336-543-8533

* NR - Not Reported