

Part 573 Safety Recall Report

23E-095

Manufacturer Name : Hendrickson USA. L.L.C.

Submission Date : DEC 18, 2023

NHTSA Recall No. : 23E-095

Manufacturer Recall No. : HAUX 2023-01



Manufacturer Information :

Manufacturer Name : Hendrickson USA. L.L.C.

Address : 2021 Parkside Drive

Schaumburg IL 60173

Company phone : 630-773-9111

Population :

Number of potentially involved : 131

Estimated percentage with defect : 95 %

Equipment Information :

Brand / Trade 1 : Hendrickson

Model : COMPOSILITE EXS20 and SC20

Part No. : Multiple part no's.

Size : 20,000 lb. rated capacity

Function : Lift axles

Descriptive Information : A limited number of Hendrickson COMPOSILITE EXS20 and SC20 steerable auxiliary lift axle suspension assemblies and individual steering knuckle assembly components are equipped with bearing journals that may not have been seated correctly to the backbones of the left and right-side steering knuckle assembly components during manufacture.

Production Dates : SEP 19, 2023 - OCT 18, 2023

Description of Defect :

Description of the Defect : The above-referenced bearing journals may not be fully seated to the backbones of the left and right-side steering knuckle assembly components in order for the wheel end hub assemblies to be properly installed.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In some cases, the above-referenced condition may cause a loss of oil lubricant from the wheel end hub assemblies. Over an extended period of operation, use of the lift axle suspension assemblies in this condition can result in (1) the respective axle spindles to become loose from the steering knuckle assemblies or otherwise fracture and/or (2) wheel end hub damage. This can further result in foreign object debris on the roadway, increasing the risk of a crash and/or injury. Hendrickson has not received any field reports of any such occurrences or any associated accidents.

Description of the Cause : Hendrickson identified excessive wear on the tooling used to install the journal rings and inadequate quality measurements performed after such installations.

Identification of Any Warning that can Occur : Potential signs of oil lubricant leaking from the wheel end hub assemblies.

Involved Components :

Component Name : Steering knuckle assemblies

Component Description : Steering knuckle assemblies equipped with bearing journals

Component Part Number : multiple part no's.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

09/21/2023 – Hendrickson manufacturing group first learned of difficulty during its assembly process with installing steering knuckle assembly components and certain adjacent parts on a particular lift axle suspension assembly.

09/21/2023 – Hendrickson encountered non buildable assembly issues on other Air Disk Brake lift axle suspension assemblies. Determined the issue was associated with bearing journals not being fully seated on steering knuckle assembly components.

11/07/2023– Hendrickson engineering continued its investigation, testing, and analysis as to how the subject condition may affect the operating condition and performance of lift axle suspension assemblies in the field. Determined scope and details associated with proposed field inspection instructions and, based on inspection results, what components should be replaced on affected steering knuckle assembly components and/or complete lift axle suspension assemblies shipped to applicable customers.

11/13/2023 – Hendrickson began conferring with its other applicable vehicle manufacturer customers about the subject condition, the affected steering knuckle assembly components and/or complete lift axle suspension assemblies, proposed field inspection process, and proposed replacement of applicable components.

Description of Remedy :

Description of Remedy Program : Hendrickson will send a formal notification to its affected commercial vehicle and equipment manufacturer customers of this issue and recommendation they and/or their applicable customers who own any vehicles equipped with the affected COMPOSILITE EXS20 and SC20 lift axle suspension assemblies or individual steering knuckle assembly components (manufactured from 09/19/2023 to 10/18/2023) to: (1) use Hendrickson's instructions for removing brake drums, wheel end hubs, and related components to inspect and measure the journal ring installation dimensions; and (2) work with Hendrickson to arrange for and install replacement component service kits free of charge. Such service kits will include replacement steering knuckle assemblies, wheel end hubs, and related fasteners and other components. Hendrickson will manage and track all shipments of replacement service kits. Hendrickson will provide, as applicable, standard allocation of labor hours for installation of the replacement service kits.

How Remedy Component Differs from Recalled Component : The replacement steering knuckle assemblies will include journal rings that are fully seated into the knuckle backbones.

Identify How/When Recall Condition was Corrected in Production : 10/17/2023– Identified root causes of subject condition included a worn/damaged die used to install the subject bearing journals.

10/18/2023 – Hendrickson (1) changed out the die used to install the subject bearing journals, (2) inspected and contained all applicable steering knuckle assembly components and completed lift axle suspension assemblies within Hendrickson's inventory and not yet shipped to customers, and (3) implemented an enhanced quality assurance inspection procedure and revised installation press maintenance protocol.

10/30/2023 – Implemented new temporary replacement die in the bearing journal installation press work center.

11/03/2023 – Implemented controller program revision for the installation press to ensure machine cycles are complete and result in fully seated bearing journals. Revised training guide for installation press operators and conducted new training.

11/10/2023 – Revised manufacturing line process audit protocol with respect to new training guide and new quality control plan.

A new permanent replacement die is scheduled for installation on 12/18/2023 and a new gauge system is planned for the bearing journal installation press work center.

Recall Schedule :

Description of Recall Schedule : Hendrickson has begun informally notifying its applicable customers

regarding this matter and assisting them to (1) locate affected steering knuckle assembly components and/or completed lift axle suspension assemblies, (2) facilitate proper inspections of such assemblies, and (3) install applicable retrofit components. Formal updated notifications 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 : Peterbilt Motors Company

Address : 3200 Airport Road
Denton TX 76207

Country : US

Company Phone : 940-220-2760

Name : Kenworth Mexicana, c/o Peterbilt Motors

Address : 3200 Airport Road
Denton TX 76207

Country : US

Company Phone : 940-220-2760

Name : Kenworth Truck Company

Address : 10630 NE 38th Place
Kirkland WA 98033

Country : US

Company Phone : 425-828-5000

Name : Mack Trucks, Volvo Group Trucks

Address : 8003 Piedmont Triad Parkway
Greensboro NC 27409

Country : US

Company Phone : 301-573-5972

Name : Volvo Trucks North America, Volvo Group

Address : 8003 Piedmont Triad Parkway
Greensboro NC 27409

Country : US

Company Phone : 301-573-5972

Name : Terex Advance Mixer

Address : 7727 Freedom Way
Fort Wayne IN 46818

Country : US

Company Phone : 260-213-4165

Name : Watson & Chalin Manufacturing, Inc.

Address : 725 East University Dr.
McKinney TX 75069

Country : US

Company Phone : 972-838-1480

* NR - Not Reported