



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 7, 2019

Mr. Brock Vander Veen  
Hendrickson USA, L.L.C.  
500 Park Boulevard, Suite 1010  
Itasca, IL 60143-1285

NEF-150KL  
19E-072

**Subject:** Brake Actuator Mounting Washer May Fracture

Dear Mr. Vander Veen:

This letter serves to acknowledge Hendrickson USA, L.L.C.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
HENDRICKSON/CONNEX/9999

**Mfr's Report Date:** October 18, 2019

**NHTSA Campaign Number:** 19E-072

**Components:**  
SERVICE BRAKES

**Potential Number of Units Affected:** 186

**Problem Description:**

Hendrickson USA, L.L.C. (Hendrickson) is recalling certain CONNEX ST steerable suspension and axle systems with TSE brake actuators. The washers used for mounting the actuators may fracture, allowing the actuators to loosen, potentially reducing the braking ability.

**Consequence:**

A reduction in the braking performance can lengthen the distance needed to stop the vehicle, increasing the risk of a crash.

**Remedy:**

Hendrickson will notify the affected trailer manufacturers, and TSE Brakes will replace the flat mounting washers, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact TSE Brake customer service at 1-256-736-6275 or Hendrickson customer service at 1-866-743-3247. Hendrickson's number for this recall is 2019-01.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

Please be reminded of the following requirements:

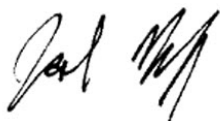
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Please clarify whether Hendrickson or TSE will be filing the required reports.

Your contact for this recall will be Kristin Lepper who may be reached by phone at 202-366-5227, or by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement