



[Date]

IMPORTANT SAFETY RECALL

Subject: NHTSA Campaign Number 20E-055
Models Affected: W&C SL2065 20,000 lb. rated capacity steerable auxiliary lift axle suspension systems
Serial Numbers Affected: See W&C SL2065 attached listing
Manufacture Dates: November 13, 2019 through April 30, 2020

«Customer_Name_Legal_Entity»
«Customer_Contact_Name»
«Shipto_Address»
«Shipto_City», «F19» «F20»

Dear Customer:

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

Watson & Chalin Manufacturing, Inc. ("W&C") has decided that a defect which relates to motor vehicle safety exists in a limited number of W&C SL2065 20,000 lb. rated capacity steerable auxiliary lift axle suspension systems. These SL2065 suspension systems were manufactured from November 13, 2019, through April 30, 2020.

Reason for the Recall

The above-referenced suspensions may be equipped with lower rear pivot capscrews that are not long enough to sufficiently engage the locking feature of the corresponding nuts.

In some cases, this 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.

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.



Identification of Affected Parts and Recommended Action

According to our records, W&C sold and shipped to your company affected SL2065 suspension system serial numbers included in the attached list.

The lower rear pivot cap screws, W&C Part Number 19800-11, can be identified and should be inspected using the instructions detailed in W&C Technical Bulletin No. LITW&C263 (SL2065 Pivot Fastener Inspection), as listed below. Any cap screws that do not meet the minimum specified length requirements with two or more full diameter thread peaks not extending beyond the respective nuts should be replaced with a service and repair hardware kit available free of charge from W&C and using the instructions included in W&C Technical Bulletin No. LITW&C264 (SL2065 Pivot Fastener Installation), as listed below. Any lower rear pivot cap screws that extend 0.350 inch beyond the top of respective nuts, are properly tightened to the specified torque, contain no fractures, and otherwise appear to be in good condition can continue to be used in normal suspension operation.

Please see the attached corresponding documents for additional information regarding this matter and instructions for inspecting and replacing the subject lower rear pivot capscrews:

- Technical Bulletin No. LITW&C265 (SL2065 Pivot Fastener Notice)
- Technical Bulletin No. LITW&C263 (SL2065 Pivot Fastener Inspection)
- Technical Bulletin No. LITW&C264 (SL2065 Pivot Fastener Installation)

Replacement Parts and Service Instructions

W&C recommends your company and/or your applicable customers who own any vehicles equipped with the above-referenced SL2065 suspension systems:

1. Use W&C Technical Bulletin No. LITW&C263 (SL2065 Pivot Fastener Inspection) to inspect these suspension systems and determine whether any of the lower rear pivot capscrews do not meet minimum specified length requirements with less than 0.350in of the capscrew protruding beyond the top of the respective nuts; and, if so
2. Contact W&C to order a replacement lower rear pivot fastener hardware kit, W&C Part Number SRK2065WAR-001; and
3. Use W&C Technical Bulletin No. LITW&C264 (SL2065 Pivot Fastener Installation) to replace any lower rear pivot capscrews not meeting minimum requirements.

W&C will manage and track all orders it receives for SRK2065WAR-001 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 kits. The primary contact at W&C regarding this matter is:

David Watson
Warranty and Technical Services
W&C Specialty Products
725 E University Dr
McKinney, TX 75069
Phone: 972-838-1251
Email: David.Watson@watsonsuspensions.com
Website: www.watsonsuspensions.com
General Email: wc-customerservice@watsonsuspensions.com



Communication

If you continue to experience issues related to this recall or have not been able to have the replacement lower rear pivot fastener hardware kit replaced at no charge to you within a reasonable amount of time, please contact W&C at:

Customer Service
W&C Specialty Products
725 E University Dr
McKinney, TX 75069
Phone: 972-838-1266
Email: wc-customerservice

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. W&C regrets any inconvenience this circumstance may cause you or your applicable customers. We are committed to maintaining your continued satisfaction with our products.

Sincerely,

Watson & Chalin Manufacturing, Inc.
Warranty and Technical Services Department

Attachments:

- Customer-specific W&C SL2065 Serial No. List
- Technical Bulletin No. LITW&C265 (SL2065 Pivot Fastener Notice)
- Technical Bulletin No. LITW&C263 (SL2065 Pivot Fastener Inspection)
- Technical Bulletin No. LITW&C264 (SL2065 Pivot Fastener Installation)



[Customer Name]

Watson & Chalin SL2065 Serial No. List

[Serial No. 1]
[Serial No. 4]

[Serial No. 2]
[Serial No. 5]

[Serial No. 3]
[Serial No. 6]