



Terran Axle
1 Westbrook Corporate Center, Suite 300
Westchester, IL 60154
P: (312) 741-3848
www.terranaxle.com

IMPORTANT SAFETY RECALL

July __, 2021

<Mfr/Dealer Name>

<Customer Address>

<City>, <State> <Zip>

Dear Trailer Mfr/Dealer:

Terran Axle, manufacturer and supplier of the axles on certain <Trailer Manufacturer> trailers, has determined that a defect which relates to motor vehicle safety may exist with axles installed on certain <Trailer Manufacturer> trailers.

On July 23, 2021, Terran Axle filed a recall notice (NHTSA Recall 21E-067) with the National Highway Traffic Safety Administration pursuant to the National Traffic and Motor Vehicle Safety Act related to improperly torqued spindle nuts on Terran Axle axles manufactured between February 5, 2021 and June 21, 2021 (go to www.nhtsa.gov, click on “Equipment” (under “Safety Issues & Recalls”) and enter “Terran Axle” to search). These axles were supplied to <Trailer Manufacturer> between _____, 2021 and _____, 2021.

A copy of the letter to be sent to the original purchasers of <Trailer Manufacturer> trailers subject to the recall is attached hereto as Exhibit A. Upon identification of the original purchasers with your assistance, this letter will be mailed to the original purchasers with instructions for inspection and any necessary axle repairs at the dealers (or a certified technician as designated by Terran Axle) where the <Trailer Manufacturer> trailer was purchased.

The following addresses certain issues related to this recall:

Which axles are subject to this recall?	Terran Axle has determined that a certain number of spindle nuts in trailer axles manufactured between February 5, 2021 and June 21, 2021 were not sufficiently tightened at our factory. These were supplied to <Trailer Manufacturer> between _____, 2021 and _____, 2021.
What is the cause of the problem?	From our investigation, in the assembly of certain axles in our factory, spindle nuts were not torqued to prescribed specifications resulting in insufficiently torqued (loose) spindle nuts. Insufficiently torqued spindle nuts may lead to higher than normal axle vibration possibly resulting in overheated

	bearings and bearing failure as well as potential smoking of the axle from friction and improper tire wear and wheel performance. Axle, tire or wheel failure may affect vehicle stability or control.
What are we doing to repair the problem?	Terran Axle has initiated a NHTSA recall and authorized the inspection and repair of Terran Axle trailer axles to ensure that the spindle nuts are properly torqued.
What is the procedure for the inspection and repair?	Terran Axle has prepared detailed written instructions for the inspection and torquing of spindle nuts to prescribed specifications attached hereto as Exhibit B. In addition, we will furnish all dealers and manufacturers with video instructions for the inspection and repair.
What is the cost reimbursement for the repair?	For axles that have not been sold to original purchasers and are located on site at the trailer manufacturer's or dealer's premises, Terran Axle will pay to each trailer manufacturer and dealer \$10 for each axle inspected and repaired by the trailer dealer or manufacturer. For axles that have been returned to the dealer or trailer manufacturer by the original purchaser for inspection and repair, Terran Axle will pay to each trailer manufacturer and dealer \$25 for each axle inspected and repaired by the trailer dealer and manufacturer.
Who should you contact if you have further questions?	If you have any difficulties with or questions related to the inspection or repair or need any other assistance, please contact Terran Axle directly at (312) 741-3848.

If we can assist you or any of your customers further, please contact or direct your customers to contact the Terran Axle Customer Service Team at (312) 741-3848. If you prefer to contact us via email, please email us at service@terranaxle.com.

Thank you for your support with this action, and for your continued support of Terran Axle.

We appreciate your attention to this important matter.

Terran Axle Customer Service Team

EXHIBIT A
Original Purchaser NHTSA Recall Letter



Terran Axle
1 Westbrook Corporate Center
Suite 300 Westchester, IL 60154
P: 312-312-7767
www.terranaxle.com

IMPORTANT SAFETY RECALL

This notice applies to your <Trailer Manufacturer> Trailer

July __, 2021

<Customer Name>
<Customer Address>
<City>, <State> <Zip>

Dear Trailer Owner:

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

Terran Axle, manufacturer and supplier of the axle(s) on your <Trailer Manufacturer> trailer, has determined that a defect which relates to motor vehicle safety may exist with the axle(s) installed on your trailer.

! IMPORTANT !

**Your trailer falls within the recall population.
You should immediately schedule an appointment with your dealer to have your trailer inspected and, if necessary, repaired.**

Why is a recall being conducted?

Terran Axle has determined that a certain number of spindle nuts in trailer axles manufactured between February 5, 2021 and June 21, 2021 were not sufficiently tightened at our factory. From our investigation, in the assembly of certain axles in our factory, spindle nuts were not torqued to prescribed standards resulting in insufficiently torqued (loose) spindle nuts. Insufficiently torqued spindle nuts may lead to higher than normal axle vibration possibly resulting in overheated bearings and bearing failure as well as potential smoking of the axle from friction and improper tire wear and wheel performance. Axle, tire or wheel failure may affect vehicle stability or control.

What are we doing about the problem?	Terran Axle has authorized your trailer dealer to inspect the trailer axles to ensure that the spindle nut is properly tightened. The trailer dealer will ensure that the spindle nuts are properly torqued.
What should you do?	Please contact your trailer dealer without delay and request a service date for inspection and any necessary repair related to this recall.
How long will the inspection and any necessary repair take?	The time required to inspect your trailer axles and perform any necessary repair is approximately one hour. However, due to scheduling requirements, your trailer dealer may need your trailer for a longer period of time.
What if I no longer own the trailer?	If you no longer own the trailer, please notify your trailer dealer as soon as possible. We appreciate your assistance in locating the current trailer owner. You received this notice because you are identified as the original purchaser.
Who should you contact if you have further questions?	If you have difficulties scheduling your vehicle service or need other assistance, please contact Terran Axle directly at (312) 741-3848.
What if you previously paid for an axle repair?	If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure that the correct procedures were followed. You may be eligible for a refund from a previously paid repair. Refunds will be provided for services related to any insufficiently torqued spindle on your axle(s).

If you are still having difficulty getting your trailer repaired in a reasonable time or without charge, you may write 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 www.safercar.gov.

If we can assist you further, please contact the Terran Axle Customer Service Team at (312) 741-3848. If you prefer to contact us via email, please email us at service@terranaxle.com.

We appreciate your attention to this important matter.

Terran Axle Customer Service Team

EXHIBIT B
Inspection and Repair Instructions
Dealers and Manufacturers



Terran Axle
1 Westbrook Corporate Center
Suite 300 Westchester, IL 60154
P: 312-312-7767
www.terranaxle.com

3500 LB & 6000-7000 LB Capacity Axle Spindle Nut Adjustment Instructions

Tools Required:

1. Torque Wrench
2. Size 38 Socket
3. Needle Nose Pliers
4. Flathead Screwdriver
5. Rubber Mallet
6. Grease Gun
7. Goggles
8. Gloves

Procedure:

1. Remove the dust cap using rubber mallet.
2. Remove the cotter pin with pliers.
3. Loosen the spindle nut with torque wrench.
4. Tighten the spindle nut with torque wrench set at 61.5lb.ft for 3500 lb capacity, or 88.5lb.ft for 6000-7000 lb capacity, until you hear two clicks.
Note: The higher torque removes any tension and overload on the bearing/cup/cone.
5. Rotate the hub/drum 90°.
Note: This applies even force inside the bearing.
6. Loosen the spindle nut approximately 90-120°.
7. Tighten the spindle nut with torque wrench set at 43.4lb.ft for 3500 lb capacity, or 73.76lb.ft for 6000-7000 lb capacity, until you hear two clicks.
Note: This is the normal torque for bearing load which leaves no space between the cup and cone.
8. Reverse the spindle nut 90°, **not exceeding 120°**, to align the cotter pin hole.
Note: This range leaves proper space between the cup and cone for grease.
9. Insert the cotter pin with pliers.
10. Apply more grease if needed, using Mobil XHP 222 grease.
11. Install the dust cap with rubber mallet.
12. Give the hub/drum a final spin to ensure smooth rotation.

Please inform the customer that the Terran Axle Operating Manual (www.terranaxle.com) requires each axle to be serviced annually (or immediately after an impact incident) to check:

1. structural integrity
2. brake wiring and condition
3. drum scoring and wear
4. wheel bearings (replace if immersed in water)
5. axle grease (refill) as necessary.

For additional information, please contact Jamie Pate at: service@terranaxle.com, or 312-741-3848.