

## SAFETY RECALL

November 4, 2021

*Technical Service Bulletin:*

### **Wheel Lug Nut Torque Inspection**

**TSB Number:** 12-21-6

**Revision:** *This TSB replaces TSB dated October 11, 2021 with revised models affected and serial number tables. The units not affected by this SAFETY RECALL have been removed.*

**Class** (AA-Safety Mandatory, A-Mandatory, B-Non-Mandatory, Product Improvement, Information Only):

AA-Safety Mandatory

**Models Affected:** Various Portable Air Compressors and Mobile Generators

**Serial Number Break:** See attached charts for affected models and serial numbers

**Audience:** Dealer Service Group and National Rental Accounts

**Issue:**

The wheel lug nut torque on the portable air compressor and mobile generator equipment identified in this letter may not meet engineering specifications. If out of specification, the equipment may experience vibration, tire wobble, or the wheel(s) could come off during towing.

**Solution:**

Immediately stop towing the affected equipment until the corrections instructed in this bulletin have been completed. Inspect and correct all affected equipment based on the applicable scenario below:

**Scenario 1: Unit Has Not Been Towed**

Properly torque the wheel lug nuts to the correct specification using the star pattern method (see Figure 1). Refer to the attached charts for correct wheel lug nut torque specification per unit model.

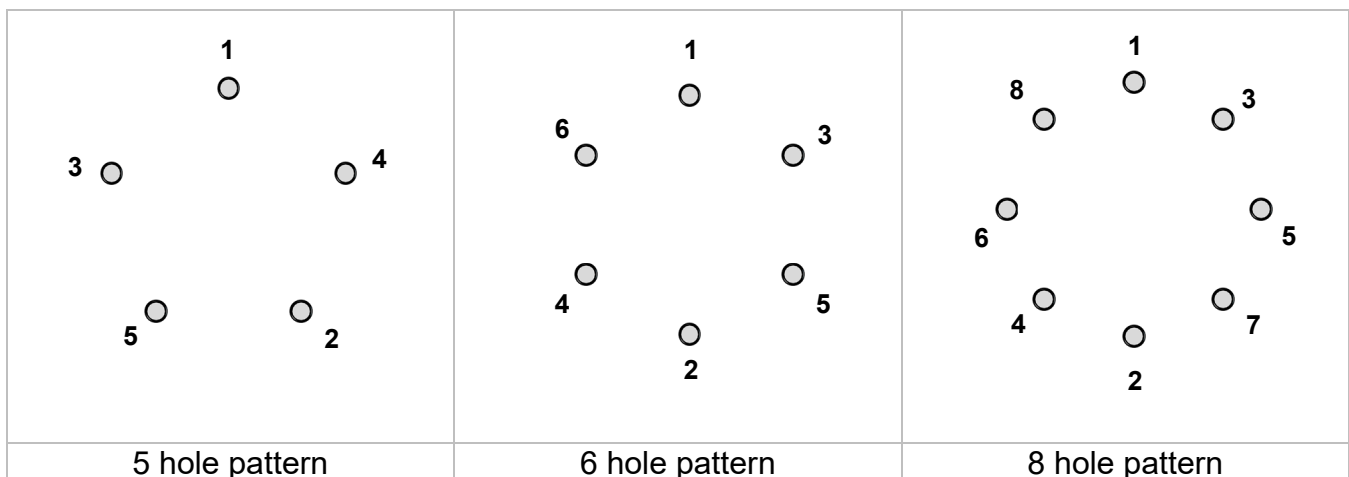
**Scenario 2: Unit Has Been Towed**

Remove the wheels and inspect wheel studs and holes in the wheels for damage.

- **If no damage is observed**, reinstall the wheels and torque the lug nuts to the correct specification using the star pattern method (see Figure 1). Refer to the attached charts for correct wheel lug nut torque specification per unit model.
- **If damage is present**, further inspect the area around the wheel for additional damage (for example, the wheel hub, leaf springs, etc.) and take clear photographs of all damaged components. Fill out the attached call sheet and call 1-800-633-5206 Option #3 to consult with a Doosan Factory Technician for guidance on parts to be replaced.

Instruct owner to re-check wheel lug nut torque again after 20 miles of towing.

**Reminder:** The Operation and Maintenance manual advises to **CHECK** Wheel Lug Nut torque on a Monthly basis.



**Figure 1** – Star pattern method - torque sequence

**Warranty:** Campaign #12-21-6 is active in the warranty system for each potentially affected machine.

**Scenario 1 repair:** 1 hour (single axle), 1.25 hour (dual axle), or 1.5 hour (tri axle) labor plus travel time/mileage will be accepted per claim.

**Scenario 2 repair:** Labor time of repair, plus parts (if required), plus travel time/mileage will be accepted per claim. Attach photos of damaged/replaced parts to the warranty claim. All damaged/replaced parts shall be disposed of to prevent reuse.

All claims must be submitted as claim type = "Field Modification".

**Unit Model/Serial Number/Wheel Lug Nut Torque Charts:****MOBILE GENERATORS**

<b>Model</b>	<b>Total Units</b>	<b>Beginning Serial #</b>	<b>Ending Serial #</b>	<b>Wheel Lug Nut Torque</b>
G25WDO-3A-T4F	165	501715UCAFH45	503276UGAFH45	100-120 Ft.-Lbs.
G40WDO-3A-T4F	12	501771UDAFH46	503028UF AFH46	100-120 Ft.-Lbs.
G50WDO-3A-T4F	16	501772UDAFH35	503044UF AFH35	100-120 Ft.-Lbs.
G70WDO-3A-T4F	4	502863UF AFH41	503030UF AFH41	100-120 Ft.-Lbs.
G70WDO-3Q-T4F 600V	6	501769UDAFH66	502432UEAFH66	100-120 Ft.-Lbs.
G125WCU-3Q-T4F 600V	4	501923UDAFH67	502124UDAFH67	100-120 Ft.-Lbs.
G240WCU-3Q-T4F 600V	2	501920UDAFH11	501921UDAFH11	100-120 Ft.-Lbs.
G325WCU-3Q-T4F 600V	3	501922UDAFH13	501957UDAFH13	100-120 Ft.-Lbs.
G400WCU-3B-T4F	91	490767UAADH14	503135UGAFH14	140-170 Ft.-Lbs.
G400WCU-3Q-T4F-600V	21	494213UEADH36	503318UHAFH36	140-170 Ft.-Lbs.
G570WCU-2B-T4F	31	501918UCAFH80	503122UGAFH80	100-120 Ft.-Lbs.

**MOBILE GENERATORS (Reman)**

<b>Model</b>	<b>Affected Serial #'s</b>	<b>Wheel Lug Nut Torque</b>
G570WCU-2B-FX-T2	425744RBAFH76, 437711RBAFH76, 455329RCAFH76	100-120 Ft.-Lbs.

**Unit Model/Serial Number/Wheel Lug Nut Torque Charts:**

**PORTABLE AIR COMPRESSORS**

Model	Total Units	Beginning Serial #	Ending Serial #	Wheel Lug Nut Torque
HP375WCU-T2-EX	1	502433UEAFG03	N/A	100-120 Ft.-Lbs.
P425/HP375WCU-T4F	140	501733UDAFH17	503003UFAFH17	100-120 Ft.-Lbs.
HP450/VHP400WCU-T4F	30	501714UCAFH18	502833UFAFH18	100-120 Ft.-Lbs.
XP825/HP750WCU-T4F	27	501831UCAFF72	503134UGAFF72	100-120 Ft.-Lbs.

**PORTABLE AIR COMPRESSORS (Reman)**

Model	Affected Serial #'s	Wheel Lug Nut Torque
HP375WCU	389396REAFB11	100-120 Ft.-Lbs.
XP375WIR-T3	354296RCAFC48, 363138REAF48, 412230RFAFC48	100-120 Ft.-Lbs.
HP750WCU-T1	312205RDAFH42, 325930RDAFH42	100-120 Ft.-Lbs.
HP750WCU-T3	346794RFAFH37, 353590RDAFH37, 354085RFAFH37, 354087RFAFH37, 364987RDAFH37, 392125RFAFH37, 412321RBAFH37, 425922RBAFH37	100-120 Ft.-Lbs.
XP825WCU-T1	263729RDAFH43, 283897RGAFH43, 290573RDAFH43, 306991REAFH43, 333214RDAFH43	100-120 Ft.-Lbs.
XP825WCU-T3	339744RDAFH40, 364986RCAFH40, 415888RBAFH40	100-120 Ft.-Lbs.
HP915WCU-T3	413412REAFH53, 441557REAFH53	100-120 Ft.-Lbs.

## Technical Service Bulletin 12-21-6 Damage Call Sheet

Complete the call sheet below before calling.

- All photos taken shall be labeled for identification of wheel location on unit.  
**Example:** *Street Side Front (SSF), Street Side Middle (SSM), Street Side Rear (SSR), Curb Side Front (CSF), Curb Side Middle (CSM), Curb Side Rear (CSR). The drawbar denotes the front of the unit.*
- Ensure all photos and this document are formatted in a manner for emailing.

Call 1-800-633-5206 Option #3 to consult with a Doosan Factory Technician for guidance on parts to be replaced.

<b>Unit Model</b>						
<b>Serial Number</b>						
<b>Unit Hours</b>						
<b>Number of Axles</b>						
<b>Damage To:</b>						
<b>Check wheel location of damaged components observed</b>						
	<b>SSF</b>	<b>SSM</b>	<b>SSR</b>	<b>CSF</b>	<b>CSM</b>	<b>CSR</b>
<b>Studs</b>						
<b>Wheels</b>						
<b>Lug Nuts</b>						
<b>Wheel Hub</b>						
<b>Leaf Springs</b>						
<b>Shackles</b>						
<b>Other</b>						

**Describe Other Damage Observed:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_