

Part 573 Safety Recall Report

22E-014

Manufacturer Name : SAF-Holland

Submission Date : APR 18, 2022

NHTSA Recall No. : 22E-014

Manufacturer Recall No. : P047



Manufacturer Information :

Manufacturer Name : SAF-Holland

Address : 1950 Industrial Blvd

Muskegon MI 49443

Company phone : 888 396-6501

Population :

Number of potentially involved : 7,040

Estimated percentage with defect : 1 %

Equipment Information :

Brand / Trade 1 : SAF-HOLLAND

Model : ULX40

Part No. : 1004300026950

Size : NR

Function : Trailer Axle

Descriptive Information : SAF-HOLLAND established a wheel end hub grease fill process for axles containing a special, non-standard specified grease required by a single customer. The grease fill process was set-up as a non-standard operation compared with the current standard fill process that is programmable, metered, and performed in tandem between road side and curb side portions of the axle on the assembly line at SAF Holland Warrenton MO. The off-line productin process did not 100% control the required amount of lubricant to the axles' wheel end assemblies. The assembly process was modified to address the process shortcoming and the first date of clean production was 16NOV21. As a result of the fill process used, SAF Holland cannot confirm that all wheel ends on 7,040 axles sold between 01JAN21 and 16NOV21 were properly lubricated.

Production Dates : JAN 01, 2021 - NOV 15, 2021

Description of Defect :

Description of the Defect : Wheel end hubs on select axles may have insufficient lubrication levels.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Inadequate lubrication fill levels in the axle wheel hubs could lead to tapered roller bearings not receiving proper lubrication to support function. This could lead to possible failure of the hub bearings due to excessive heat and

internal damage. If the condition is not addressed through ensuring proper grease levels this situation in an extreme case could lead to the potential of the trailer's wheel/tire/hub assembly becoming detached; increasing the possibility of a loss of stability and / or control of the vehicle and vehicle crash. Further it the trailer's wheel/tire/hub assembly were to become detached it could create a crash hazard to other vehicles.

Description of the Cause : Process does not contain technology that monitors metering of grease to stop the assembly line and/or trigger Andon alerts for missing critical operation not completed or stopped short of cycle.

Identification of Any Warning that can Occur : ABS may illuminate indicating excessive wheel end play

Involved Components :

Component Name : Axle ASSY-Dressed

Component Description : Trailer axles with wheel end components installed

Component Part Number : 1004300026950

Supplier Identification :

Component Manufacturer

Name : SAF-HOLLAND, Inc.

Address : 1950 Industrial Blvd
Muskegon 49443

Country : NR

Chronology :

- July 2021 – 1st warranty claim submitted from Walmart to Great Dane to SAFH, communicated to SAFH Service, axle shipped to SAFH Warranty – axle not received @ SAFH until Sept.
- Sept, 2021 – Axle from 1st warranty claim received by SAFH Service and Warranty in Muskegon
- Nov 9, 2021 – 2nd notification of wheel end concern from Walmart to SAFH Service
- Nov 15, 2021 – Clean point established @ Warrenton via visual redundant inspection and digital photo evidence of lubrication installed and validated
- Nov 16, 2021 – 3rd notification of Walmart trailer with wheel end concern – confirmed no lube
- Nov 24, 2021 – 4th notification of Walmart trailer with wheel end concern – confirmed no lube
- Nov 29, 2021 – 5th notification of Walmart trailer with wheel end concern – confirmed no lube

•Dec 2, 2021 - Great Dane, via virtual meeting, verbally states they will issue a "573 Safety Recall Report" to NHTSA on Dec 6, 2021, citing potential safety concern for wheel end failure due to grease missing from the axle hub assembly.

Description of Remedy :

Description of Remedy Program : Mailing inspection/repair procedure to affected customers, work with large value customer & end users to coordinate inspection process & recordkeeping. Small volume customer , individual outreach to identify where the recalled unit is and who has it? Remedy deployment to individual one-off end users. SAF-HOLLAND to pay for parts & labor required to implement inspection and repair (as needed) along with reasonable towing costs.

How Remedy Component Differs from Recalled Component : Repair technicians are instructed by SAF-HOLLAND, Inc. service bulletin XL-AS20117SB-en-US Rev- 2021-12-09 to mark the hub at the fill-plug with a green paint mark on individual axles, once the procedure is completed on an axle.

Identify How/When Recall Condition was Corrected in Production : Interim Corrective Action
At grease install a dip stick indicator is used for Road Side and Curb Side of the axle to check that grease has been installed into the hub. Dip stick is required stay in the hub until it is removed and verified by redundant inspector. Dip sticks will be verified saved & placed in a holder at wheel end. Supervisor required hourly to verify correct amount of dip sticks that are present vs. number of axles produced per hour. Axle number written on the hour-by-hour board and reported out on the assembly daily report.

Permanent Corrective Action: "a) Implement metering system so operators applying grease to both wheel end hubs are being monitoring for the required specified amount. b) Implement line lock technology that only allows axle to move down the line only after the grease dispensing system confirms electronically that the wheel ends hubs for both curb side and rad side operations have received the specified amount."

Recall Schedule :

Description of Recall Schedule : Initial letter one OEM (GDL) & end user (Walmart) that received suspect axles sent on 08DEC21. Letters will be mailed to 4 other sold to customers that received 7 other suspect axles within 60 days.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : APR 25, 2022 - MAY 02, 2022

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 : Great Dane Limited Partnership

Address : 131 Technology Circle
Savannah, GA 00 31407

Country : NR

Company Phone : 912 644 2526

Name : Vanguard National Trailers

Address : 8 Vanguard Drive, PO Box 680
Trenton, GA 00 30752

Country : NR

Company Phone : 574 808 2137

* NR - Not Reported