

Part 573 Safety Recall Report

23V-363

Manufacturer Name : ST Engineering Hackney, Inc**Submission Date :** MAY 24, 2023**NHTSA Recall No. :** 23V-363**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : ST Engineering Hackney, Inc

Address : 911 West 5th Street

PO Box 880 Washington NC 27889

Company phone : 252-946-6521

Population :

Number of potentially involved : 120

Estimated percentage with defect : 70 %

Vehicle Information :

Vehicle 1 : 2022-2023 KIDRON REFRIGERATED TRAILER

Vehicle Type : TRAILERS

Body Style : ALL

Power Train : NR

Descriptive Information : The suspension pivot bolt may not have been properly torqued during the alignment process on Hendrickson trailers with Quick-Align systems manufactured in our Montgomery, PA facility.

Specific risk period is between November 18, 2022 and March 24, 2023. In an abundance of caution all units completed with Hendrickson suspensions with Quick-Align from 1/1/22 forward are included.

Production Dates : JAN 01, 2022 - MAR 31, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The suspension pivot bolt may not have been properly torqued during the alignment process on Hendrickson trailers with Quick-Align systems manufactured in our Montgomery, PA. The pivot bolt head will snap off when properly torqued.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In certain circumstances failure of the pivot bolts may cause the suspension and the attached axle to separate from the trailer increasing the risk of a crash.

Description of the Cause : The operator conducting final alignment had not been properly trained on the Hendrickson Quik-Align suspension.

Identification of Any Warning : Excessive tire wear and road noise could indicate the suspension alignment bolts have not been properly torqued. Also - the pivot bolt nut can be visually

that can Occur : inspected - the nut will be removed if it has been completely torqued.

Involved Components :

Component Name 1 : Not Applicable

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Not applicable

Address : NR

NR

Country : NR

Chronology :

Chronology

March 22, 2023 communication from Sysco to Kidron warranty regarding issue with loose alignment and adjuster bolt. (Unit #253724)

Internal investigation determined current operator had not been trained properly on alignment process for Hendrickson Quik-Align system.

Records showed this operator had completed units since January 2023.

March 27, 2023 Service Bulletin 230327 issued with 24 potential units identified for one specific customer effected.

April 26, 2023 Sysco reported another unit with identical issue outside of the service bulletin scope.

Expanded investigation to previous operator(s) who had conducted suspension alignment on the Hendrickson Quik-Align system.

Records show that operators that had installed Hendrickson Quik-Align beginning November 18, 2022 had not been properly trained.

April 27, 2023 scope was expanded to all 2023 model year units for Sysco.

The investigation was submitted for engineering review.

May 18, 2023 determination was made that a recall of Hendrickson Quik-Align suspensions was warranted to determine that the pivot bolt had been properly torqued. In abundance of caution, all units completed since 1/1/22 were included.

May 23, 2023 determination of potential units effected by the recall.

Description of Remedy :

Description of Remedy Program :	STE Hackney has defined the units built with Hendrickson Quick-ALign system between 1/1/22 and 3/31/23 A recall notice will be sent to all effected customers and leasors with instructions defining how to inspect for and remedy the defect. STE Hackney warranty will compensate customers for 1.0 hour of inspection and alignment verification time. Additional labor and material will be compensated per the existing warranty policy. STE Hackney QA and warranty will monitor recall response rates and initiate follow up communications as required.
How Remedy Component Differs from Recalled Component :	The pivot bolt adjustment bolt should be snapped off when proper torque is achieved. Visual inspection will indicate that the bolt head is missing and the bolt has been properly torqued.
Identify How/When Recall Condition was Corrected in Production :	March 2023 Internal campaign conducted for all units in process. March 24, 2023 training conducted for all operators. Verification process was added requiring pictures of the completed installation confirming that the pivot adjustment bolt has been correctly snapped off.

Recall Schedule :

Description of Recall Schedule :	STE Hackney warranty will begin the notification process within two working days after receipt of the recall approval and number from NHTSA
Planned Dealer Notification Date :	MAY 25, 2023 - JUN 01, 2023
Planned Owner Notification Date :	MAY 25, 2023 - JUN 01, 2023

* NR - Not Reported