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Coding Information

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Title: HX Units With Primaax EX Suspension Contacting The Frame When In The Deflated Position

Applies To: HX with frame featue code 0001CGD and suspension featue code 0014UPV

CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

10/13/2017 - corrected part number that was transposed
 09/29/2017 - Initial Article Release

DESCRIPTION

This document will guide the user through diagnosing and repairing frame to chassis contact concern when the suspension is in the lowered state.

SYMPTOM(s)

Frame contacts chassis and potentially causes some cosmetic damage to the frame rail. The unit may also have the appearance of the rear air spings deflating more than normal.

Diagnostic Trouble Code(s) & Dashboard Indicator Light(s):

Not Applicable

Customer Observations or Concerns:

Paint on the frame scuffed and damaged, top plate of the suspension assembly damaged.

SPECIAL TOOL(s) / SOFTWARE

Not Applicable

SERVICE PARTS INFORMATION

Kit Description	Part Number	Quantity Required	Notes
Axle Stops	060593-002	4	Order directly from Hendrickson

DIAGNOSTIC STEP(s)

WARNING! To prevent property damage, personal injury, and / or death, park vehicle on a hard, flat surface, turn the engine off, set the parking brake, and install wheel chocks to prevent the vehicle from moving in either direction.

WARNING! To prevent property damage, personal injury, and / or death, if the vehicle must be raised, do not work under the vehicle supported only by jacks. Jacks can slip or fall over.

WARNING! To prevent personal injury and / or death, always wear safe eye protection when performing vehicle maintenance.

WARNING! To prevent property damage, personal injury, and / or death, keep flames or sparks away from vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel explosive gases.

WARNING! To prevent property damage, personal injury, and / or death, remove the ground cable from the negative terminal of the battery box before disconnecting any electrical components. Always connect the ground cable last.

Step	Action	Decision
#1	DIAGNOSTIC: Lower air suspension and verify contact between the top plate and frame rail. See figure #1 for visual representation.	Yes. Continue to next step. No. If no other complaints, return to service.

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Step	Action	Decision
#2	DIAGNOSTIC: Verify Lateral alignment and airride is set correctly per the service manual. Primaax EX repair and diagnostic manual	1. Correct alignment if required
		2. Proceed to repair instructions

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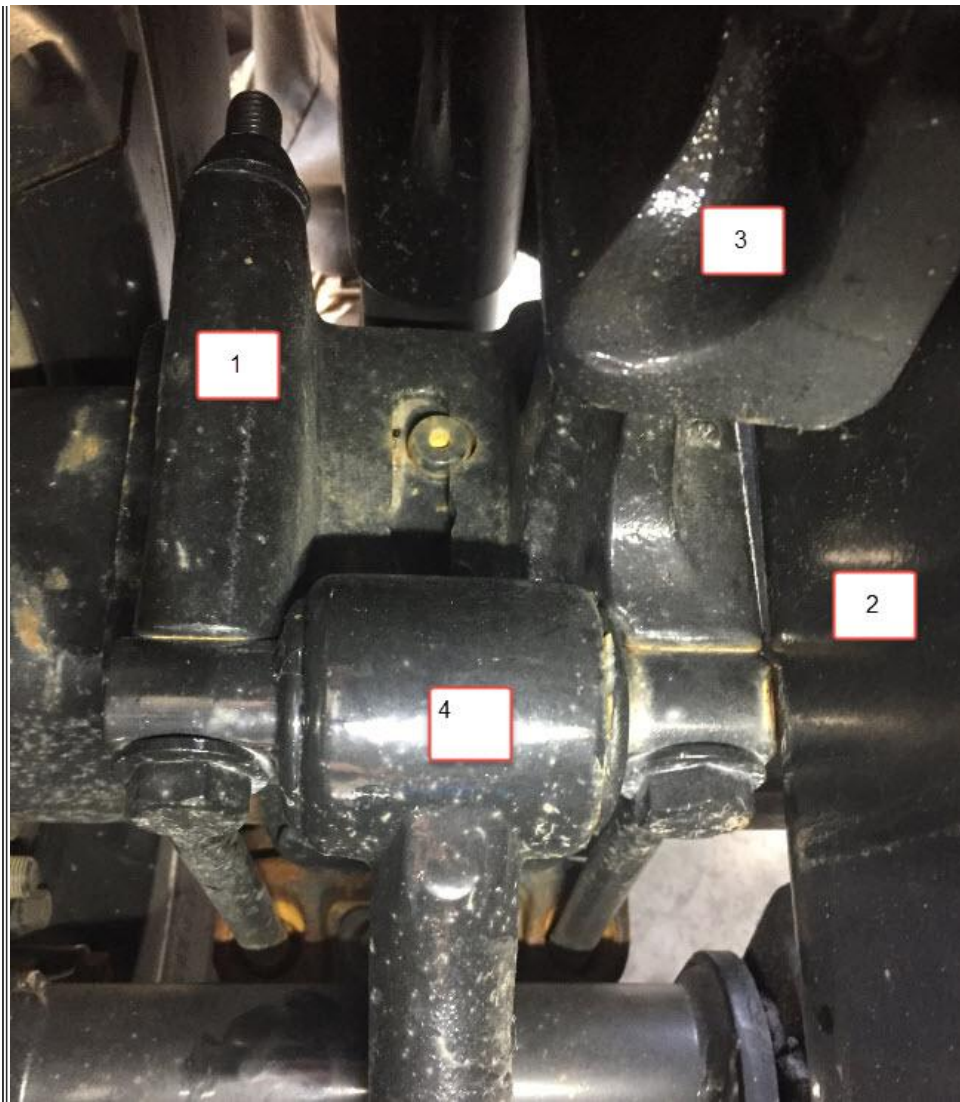


Figure #: 1

Item 1: Top Saddle Mount
Item 2: Frame Rail
Item 3: Production Axle Stop
Item 4: Torque Rod

REPAIR STEP(s)

1. Loosen and remove currently installed axle stop bolts.
2. Install new Axle stops.
3. Torque to 192 ft. lbs (360 N/M)

NOTE:

If frame damage/ paint damage is found and needs to be repaired follow normal warranty repair process. Depending on the amount of damage and cost of the repair an additional iApprove document may need to be filled out.

WARRANTY INFORMATION

Warranty Claim Coding:

Refer to the [Warranty Coding Manual](#) for Group and Noun Codes.

Standard Repair Time(s):

Refer to the [SRT Manual](#) for Repair Times

OTHER RESOURCES

[Master Service Information Site](#)

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