

have two new 2020 western stars...



[Grant Overton](#) 128 posts since Nov 14, 2014

have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Oct 2, 2020 3:41 PM

brand new truck in service sept 1 2020 8000 km need info on repair vs replace spring to stop spring from shifting on the pin bushings?



[Morgan Barnes](#) 17 posts since Mar 8, 2016

Re: have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Oct 4, 2020 12:02 AM

I WOULD DOUBLE CHECK IN PARTS PRO THAT YOUR UNITS GOT THE CORRECT BUSHINGS INSTALLED. WOULD HAVE TO REMOVE 1 OF THE BUSHINGS WITHOUT DAMAGING IT TO CONFIRM.



[Scott Trippel](#) 3,993 posts since Dec 13, 2014

Re: have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Oct 5, 2020 1:42 PM

You need to replace the springs Grant.

This was a problem we saw a lot of prior to 2010 maybe even older. We would spot weld the bushings in the springs so they would not slide. Be being warranty they should be replaced. I ran the bushing in Owl an cause as loose and it starts a claim



[Grant Overton](#) 128 posts since Nov 14, 2014

Re: have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Oct 5, 2020 3:26 PM

thanks Scott .



[Scott Trippel](#) 3,993 posts since Dec 13, 2014

Re: have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Oct 5, 2020 6:22 PM

Any time Grant



[Dan Harp](#) 5 posts since Oct 18, 2017

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Re: have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Nov 11, 2020 2:30 PM

good morning,

we have a 2020 4900EX, VIN: LX2548. we have the exact same reoccurring issue. we first replaced the springs and u-bolts. it last 2 weeks and started sliding into the shackles again. then we replaced the springs (again) and shackles, pins, hardware...everything!. it lasted 2 days and started sliding again. we have been working with our DSM who has a FSPR on it and have been coming up blank. he wanted to send the springs to a spring shop to get their opinion so we replaced everything for a 3rd time and sent the springs out. they confirmed that the rear eye is opening up allowing the bushing to slide rather than rotate on the threaded pin. they think there is something wrong with the metal possible. lo and behold, the 3rd set has already failed. the customer is crying lemon law (I don't blame him). this dumptruck has a steerable lift axle so even if he was leaving it down, it should not be opening up the eye. he has older dump trucks that do not have this issue, only his 2020 with threaded spring pins and 20k front axle. so far, Western Star's recommendation is to switch to a 18k maintenance free front axle which the customer is refusing because his weight slip when loaded is right at 18,000 over the front. this is on-going so any help would be greatly appreciated!!



[Eric Bloom](#) 98 posts since Nov 10, 2014

Re: have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Nov 11, 2020 2:43 PM

all i can say is [Scott Trippel](#) has been tack welding the bushings in. I would run this by your dsm.



[Dan Harp](#) 5 posts since Oct 18, 2017

Re: have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Nov 11, 2020 2:47 PM

We had mentioned to the customer about tacking the spring eye closed and he had quite a "moment" about having to weld his springs on a brand new truck and the unnecessary heat coupled with the fact that we don't know why they are opening in the first place. he wants the root cause fixed. so unfortunately, welding is off the table at the moment.



[Talbert Simonian](#) 1,806 posts since Nov 21, 2014

Re: have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Nov 11, 2020 4:51 PM

The root cause in your case Dan is the design that the customer accepted. For them to make the weight they went with a lighter design. The heavier design they do not want. By welding the bushing you eliminate the issue and save the weight. Need to explain it to the customer in a way they may understand it is a design they chose for the weight. The issue can be eliminated by tacking it to the spring.

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Eric Bloom 98 posts since Nov 10, 2014

Re: have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Nov 12, 2020 3:29 PM

Talbert i disagree with your statement somewhat when sales specs a truck and they spec a too light axle for the truck they will flag the build. We are seeing this same problem on triaxle dump trucks with a 20,000 steer axle. it is happening more on the 3 leaf setup then the big multi leaf set up.



Dan Harp 5 posts since Oct 18, 2017

Re: have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Nov 12, 2020 4:03 PM

Eric is correct. the other option is the 18k suspension which is too light, that is why the customer wanted a 20k. I'm being told that the only option for 20k for a 4900EX is this suspension. regardless, a spring eye should not open, there is something wrong. I will attach a picture (you will also note that lack of grease is not an issue). this spring was only on the truck for 7,000 miles and was already so loose that you can slide the bushing in and out by hand.

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Eric Bloom 98 posts since Nov 10, 2014

Re: have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Nov 12, 2020 4:09 PM

Dan we had 3 failures in the first 2,000 miles that new springs solved the problem and so far they have not been back. these trucks are 4700 tri axles that at this time of the year are running 24 hrs. a day 5 days a week nighttime paving and daytime hauling. it seems that Daimler has a bad load of springs from the supplier.



Dan Harp 5 posts since Oct 18, 2017

Re: have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Nov 12, 2020 4:12 PM

I'm thinking the same thing! they are currently on backorder but we are supposed to get the next set on the 25th. I think the metal is softer than it should have been and since there is no rubber or anything around the bushings to absorb anything, it is just opening the eye. we will see what the next set does (hopefully).

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Re: have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Nov 12, 2020 5:54 PM

totally a Vender problem



[Talbert Simonian](#) 1,806 posts since Nov 21, 2014

Re: have two new 2020 western stars LT2514 + LR5411 have loose rear spring shackle bushings in the springs causing steer axle to shift on pins, pin bushings just float in spring eye, any suggestions besides replacing the spring with new Nov 12, 2020 8:54 PM

Sorry about that [Eric Bloom](#) I miss understood the statement on what is on the unit. Maybe too much time in the office for me.