

TECHNICAL INFORMATION

AIR SUSPENSIONS

No: 97117-138 A
Subject: *Shock Absorber Information*
Date: November 2005 **Revision:** A

Shock Absorber Eye Failures

Shock Absorber Eyes split in half

We have noticed that there have been an increasing number of claims concerning split shock absorber eyes. This appears to be more prevalent in Low Ride Suspensions.

We have examined the shock absorbers that have been returned to us and all of them have exhibited extreme eye wear, caused by the steel sleeve of the shock absorber bush coming into contact with the eye wall. This can only occur when the rubber bush has been displaced.

The Hendrickson Maintenance Procedures (49441-295) clearly state that among other items, the Shock absorber bushes should be inspected every 30 days. In these cases, we believe that had this taken place, the worn shock absorber bushes would have been noticed before any consequential damage had occurred. Remember, consequential damage is not covered under the warranty terms.

Until now, Hendrickson has taken a very lenient approach to the replacement of shock absorber bushes and broken shock absorber eyes under the provisions of warranty. However, effective immediately, the published warranty terms on all repair work undertaken will be strictly applied. The bushes used on the 98583-010 and 98583-011 shock absorbers are covered by warranty for 12 *months (If used at the correct Ride Height)* from date into service of the trailer.

If a trailer presents for distressed bushes and is under 12 months old. All bushes should be replaced. If the trailer is over 12 months old, no warranty claim may be made.

Effective immediately, Hendrickson Asia Pacific Pty Ltd, declines to accept warranty claims for broken shock absorber eyes caused by failed bushes.

Ride Height Affects Shock Absorber Life

It is absolutely necessary that the ride height of a suspension is correct. If the ride height is too low, the suspension may bottom out causing the shock absorber to act as a solid bar, providing no dampening effect to the suspension.

This will overload the shock absorber bushes (*and mounts*). This is particularly true on Low Ride suspensions.

If the Ride Height is too high. The shock absorber goes continually to Hydraulic Lock near the end of the stroke. This also overloads the shock absorber bushes.

Ride Height settings are an Owner/OEM responsibility.

Repairers are reminded that all shock absorber or shock absorber bush claims, the Parts must be returned for inspection and adjudication before any claim will be considered.

THIS INFORMATION IS INTENDED AS A REFERENCE SOURCE ONLY. HENDRICKSON NOR ITS SUPPLIERS DO NOT ASSUME ANY LIABILITY IN THE EVENT OF IMPROPER USE OR MIS-MATCH OF COMPONENTS.
