To prevent air spring top plates from cracking on HKA250 suspension models with 16-inch ride heights, Hendrickson is recommending the installation of four air spring plates. These plates are part of reinforcement kit S-27316-1, which also includes parts designed to reinforce the slider box K-brace frame rails on HKA250 suspensions (refer to Hendrickson publication B-108, K-Brace Reinforcement Installation, for complete K-brace reinforcement installation procedures). The air spring plates are to be installed between each air spring and the slider box on all 16-inch HKA250 suspensions equipped with C-23748 air springs.

Effective immediately, Hendrickson will begin sending reinforcement kit S-27316-1 and, where necessary, replacement air springs to all identified 16-inch HKA250 suspensions with C-23748 air springs. Upon arrival, you are authorized to install or have these air spring plates installed. If you have a 16-inch HKA250 suspension with C-23748 air springs and you did not receive the reinforcement kit, contact the Hendrickson Trailer technical service department at 800-455-0043 in the United States, 800-668-5360 in Canada or +52 (81) 8156-1300 in Mexico to obtain an RGO number and the reinforcement kit. Only HKA250 suspensions with 16-inch ride heights and C-23748 air springs are eligible for this warranty coverage. To complete the warranty repair, file a warranty claim with the trailer manufacturer referencing the RGO number obtained from the Hendrickson technical service department. Hendrickson will allow 3.0 hours per trailer, at the dealer’s standard labor rate, to install the four B-27042 air spring plates. If a cracked air spring must be replaced, an additional 0.5 hour labor is allowed. The maximum labor allowance to replace any defective air springs and install four air spring plates is 4.0 hours per trailer. This warranty offer expires March 31, 2003. The procedure to install the air spring plates is as follows:

1. Inspect the HKA250 model suspensions with 16-inch ride heights. Verify that there is no spacer installed between the air springs and the slider box subassembly.
2. Inspect the air springs installed on these suspensions. Verify that they are Hendrickson part number C-23748 (the Hendrickson part number can be found molded in the rubber on the side of the air spring).

3. If you can verify steps 1 and 2, continue with step 4. If either one of these steps cannot be verified, do not proceed.

4. Chock the trailer wheels and exhaust all air from the suspension system.

5. Raise and support the trailer in a safe manner.

6. Disconnect the air line from the air spring.

7. Remove the two nuts securing the air spring to the slider box subassembly and lower the air spring.

8. If the air spring is known to be leaking, replace it. Otherwise, continue with step 9.

9. Place the air spring plate (part number B-27042) on top of the air spring.

10. Raise the air spring/plate assembly back into position, insert the mounting studs through the holes in the slider box subassembly and tighten the upper mounting nuts to a torque of 80-100 ft. lbs. (108-136N•m). If the entire air spring was replaced, tighten the lower mounting nut to a torque of 40-50 ft. lbs. (54-68N•m).

11. Connect the air line to the air spring.

12. Lower the trailer to the ground.

13. Inflate the suspension and check for air leaks.

14. Repeat steps 4 through 13 at the other three air springs.