

RKTSB002

This Technical Service Bulletin is in reference to bushing materials used in control arm joints and track bars from Aug of 2019 through Dec 31 2020.

Through Chemical Decomposition Analysis we have found that Daystar Incorporated substituted improper bushing material for Krawler Joints, Pro Flex Joints and Track Bar joints at random times throughout production runs during the aforementioned time periods. We have a very specific BASF Thermolastomer we specify for all our parts and this has always been our spec'd material since the Thermolastomer program commenced testing with BASF in 2015. We have worked hand in hand with BASF to get to the root of the problem. This material substitution was not authorized by Rock Krawler Suspension. The material substitution timeframes varied. The substituted material was of proper durometer and met all functional inspection dimensions but not proper chemical make-up nor had the proper chemical resistance. In some instances, it was not even a BASF product, but a base material called Zythane in the Pro Flex Joints.

What a customer, dealer or service person should expect to see if the bushings are of improper chemical composition are as follows:

- Over a short period of time the bushing material will become softer when exposed to hydrocarbons. I.E., grease or any other petroleum-based products. This is the main issue with the material chemical make-up that was substituted.
- For the ProFlex Joints where Zythane was substituted excessive noise, i.e., squeaks can be noticed, even with proper servicing.

Anyone one experiencing this phenomenon with their bushing materials please contact us directly and Rock Krawler Suspension will get you out bushings of the proper materials free of charge and joint tools to get you taken care of.

Please note: this TSB is not just limited to new products; it also applies customers who purchased rebuild kits or replacement joints during that time period.

At Rock Krawler Suspension there are many ways to purchase our products, through dealers and wholesalers. So, we know the

aforementioned dates and timeline might vary for customers who purchased through those channels. In keeping this in mind and ensuring our customers receive the proper materials they paid for we will be extending our warranty on bushings from 1 year to 2 years. We will not leave a customer behind.

Please contact Rock Krawler Suspension at 518-270-9822 for the corrective action and we will get it right out to you. We apologize greatly for the error and the Daystar unauthorized substitution.

For those seeking further compensation regarding this situation please contact Daystar Technical Services at technicalservice@daystarweb.com or give Daystar Technical Services a call at (623)-264-6585.

Respectfully,

Rock Krawler Suspension
Management