ROADMASTER®

Technical Service Information Bulletin
7/8/2025

Subject:
BAL Equalizer Hanger Incompatibility With Comfort Ride Suspension Installation

TSIB

TSIB number 160

Overview:
Roadmaster has identified an emerging issue with certain trailers using BAL equalizer spring hangers, which may interfere with the proper installation of the Comfort Ride Slipper Spring Suspension system. This bulletin is intended to raise awareness among installers and installers and help them identify units with this potential issue before installation is attempted.

Information:
This is not a defect or recall – Roadmaster is providing this information solely to assist installers in assessing vehicle compatibility prior to Comfort Ride installation. Proper evaluation before scheduling work protects both your time and your customer's experience.


Fig.A

Offset Mounting Hangers – These are offset to one side of the frame rail (Fig.A).

This hanger desigs present unique challenges:

- Removal Difficulty: These hangers are riveted to the inside and outside of the box frame, making removal difficult. Grinding may be required, and not all installers may be equipped or willing to perform this operation. Some customers may not want such extreme modifications, as well.

- Mounting Interference: The Comfort Ride slipper box cannot mount correctly without complete removal of the factory BAL hanger. Additionally, if the hanger is offset, the installer *must fabricate a custom mounting platform to realign the spring box and retain correct axle tracking.*

Recommendations for Installers:

- Pre-Screen Units: Before scheduling an installation, ask the customer to take a clear photo of the spring hanger area and submit it to the service department. This prevents the customer from making an unnecessary trip only to find the installation cannot proceed.

- Evaluate Capability: Each installer should assess whether they have the tools and expertise to remove the factory BAL hangers and fabricate a custom mounting solution, if needed.

- Communicate Clearly: Let the customer know this is a non-standard installation that may require additional labor, fabrication, or parts, and may not be feasible for all shops.