

PE06-013
VOLVO
5/5/2006
ATTACHMENT
PART 3 OF 3

Field Report

VPSS

SR Number : 1-87233801 Account Name : BROWNS Priority : Medium
 Date Opened : 7/20/2006 9:28:42AM Severity : 2-High Owner :
 Date Closed : Customer Ref. Id: Status : Open
 Serial No : 4V5K89GH35N

Description :

Dealer called to report this truck has loose wheels on the New Jersey Turnpike. They are going out to repair it now. Will update when more information is given.

Activities

Date/Time	User	Activity	Status	Response	Comments
07/21/05 01:02:11PM	UT00145	REGISTERED CUSTOMER	Dealer Service Request	Acknowledged	PR Response 050721. Please repair vehicle and send example wheel studs to my attention at TMAC/Spradlin/SR1-87233801, on label.
07/21/05 01:04:40PM			Email - Outbound	Done	1-87233801 Hello Bob, SN 284134 has Gunite hubs/studs. Send parts to my attention/TMAC. Repair vehicle, torque to 475 +/- 25 Ft.Lbs. Retorque before 100 miles is up.
09/15/05 10:55:07AM			Email - Outbound	Done	1-87233801 Warren Spradlin Hello Bob, The Gunite Corp hub/wheel stud test report #5076 dated 060907, has been attached to the SR. The report states the wheel studs meet the SAE J429 Grade 8 requirements. The report states the probably cause is low torque which is the customer's maintenance issue. Please have the SR marked Pending or Close it when you are ready. Warren



September 7, 2005

Volvo Trucks North America 4700-06
Attn: Robert Ravitsky
4881 Cougar Trail Road
Dublin VA 24084

Dear Robert:

RE: RMA #VOLVO9283C
RETURN MATERIAL INSPECTION REPORT # 5076

Gunit's Quality Assurance has completed their review of the (3) HR761K2 hubs returned to us on the subject RMA #VOLVO9283C. The customer reported a problem with wheel stud breakage. These parts are from a Volvo VHD model truck manufactured in January 2005.

Our findings indicate that the bolts meet the requirements of SAE J429 Grade 8. (A copy of our chemical analysis is enclosed). The probable cause is low torque which is the customer's maintenance issue.

As a result of this determination no warranty consideration will be made for this item.

Unless we hear from you within thirty (30) days these parts will be scrapped at Gunit.

Sincerely,

A handwritten signature in cursive script that reads 'Joyce Dammann'.

Joyce Dammann
Warranty Administrator

Enclosures

cc: Debbie Trull
Warren Spadlin (Volvo Trucks North America)
Ron Gosalak
Reg Pete

Akers, Jim

From: Tandon, Laxmi
Sent: Monday, August 15, 2005 2:11 PM
To: Pete, Reg
Cc: Akers, Jim; Christiansen, Dale; Miller, Mike
Subject: W1270 Broken in Hub HR781K2, RM/R 5078, Volvo 9283C - Warranty

Chemical Analysis (%):

Bolt	C	Mn	Si	S	P	Al	Cr	Ni	Mo
Broken	.38	1.48	.27	.015	.017	.037	.05	.05	.01
Unbroken	.42	1.48	.27	.017	.021	.038	.09	.10	.01

Core Hardness:	Broken	Unbroken
(spec: Rc33 - Rc38)	340 BHN (Rc36)	332 BHN (Rc35)

Both the bolts meet the requirements of SAE J429 grade 8 and are comparable.

Laxmi Tandon

Dammann, Joyce

From: Purvis, Adam
Sent: Wednesday, July 27, 2005 2:33 PM
To: Dammann, Joyce
Subject: FW: material return

Joyce,

Can you help this individual out?

Adam Purvis
CAE Specialist
Gunita Corporation
PH. (815) 490-6252
Fax: (815) 964-0775
mailto:Adam.purvis@gunita.com

<http://www.accuridecorp.com/>
Gunita a Member of the Accuride Family of Companies!

-----Original Message-----

From: Pollock Kevin [mailto:kevin.pollock@volvo.com]
Sent: Wednesday, July 27, 2005 8:38 AM
To: Purvis, Adam
Cc: Ravitsky Robert
Subject: material return

Adam,

Per our conversation this morning, here is the info for the parts I would like to have returned. The parts are a drive hub and studs from a Volvo VHD model truck manufactured in January of this year. The Volvo part number for this assembly is 20458291 which corresponds to Gunita assembly number HR760-RC. The brake drum and the wheels are also available if you would like to have them returned for your evaluation. Please provide me with a Returned Goods Authorization number and let me know if you would like the drums and wheels returned with the hub. I will also need the address where these should be shipped.

For your reference I have included the text from emails that Warren Spradlin of Volvo and Reg Pete of Gunita exchanged at the end of last week. However, both of these gentle men are currently out of the office and I would like to get this material shipped this week.

Thank you for your assistance.

--Kevin Pollock

Kevin Pollock
Volvo Trucks North America
Product Reliability
4881 Cougar Trail Road Dublin, VA 24084
Telephone: 540-674-7434
Telefax: 540-674-7204
E-mail: kevin.pollock@volvo.com

REC. NO

062048

-----Original Message-----

From: Pete, Reg [mailto:Reg.Pete@gunita.com]
Sent: Friday, July 22, 2005 4:56 PM

To: Spradlin Warren

Cc: Ravitsky Robert; Rose Bob; J R Huffstetler (E-mail); Hope, Jim; Bucey, Mark; Fakhoury, Omar

Subject: RE: Accident

Warren

We can have someone available the week of August 1. The Gunita engineer that I will have available is Mark Bucey 815-490-6247.
Can you have failed wheel bolts sent to Gunita via UPS before Friday July 29, 2005 so that I can start failure analysis?

Reginal A. Pete

Manager Product Engineering

Gunita A Member of the Accuride Family of Companies v 815.490.6250 f 815.964.0775 e
mailto:reg.pete@gunita.com -----Original Message-----

From: Spradlin Warren (mailto:warren.spradlin@volvo.com)

Sent: Thursday, July 21, 2005 12:33 PM

To: Pete, Reg

Cc: Ravitsky Robert; Rose Bob; J R Huffstetler (E-mail); Hope, Jim

Subject: FW: Accident

To Mr Reg A. Pete, Gunita Corporation,

Hello Reg,

We received the following field report 05-07-20:

"SR1-87233801, SN 394134. Dealer called to report this truck has loose wheels out on the New Jersey Turnpike. They are going out to repair it now. Will update when more information is given". Please read reports below.

Front hubs VTMA P/N 20458299, Gunita F805K with M22 X 1.5 wheel studs.

Drive wheels are VTMA P/N 20458291, Gunita R760K with M22 X 1.5 wheel studs, GunW1311.

We are continuing to see repeat wheel stud breakage with Sutton Trucking at our dealership Brown's, 963 Rt 173, Exit 7 off right 78, Phone 908-479-4857, Bloomsbury, NJ, 08804.

I request Gunita Corporation support to determine the cause of this problem. I request wheel studs receive evaluation to include metallurgical analysis and report. I also request you forward this report to your Gunita service representative in the area, so they can make contact with our District Service Manager, Robert Ravitsky at cell 610-746-6510, person to determine how best to correct the repeat occurrences.

Please copy me when you email your Gunita Representative.

Thanks

Warren E. Spradlin
Volvo Trucks North America Inc
Product Reliability Engineer
4881 Cougar Trail Road, PO Box 1126
Dublin Va 24084, USA

Phone 540-674-7384
Fax 540-674-7204
Warren.Spradlin@Volvo.Com

REC. NO.
062048

Field Report

SR Number : 1-88486101 **Account Name :** O'NEA TRUCK CENTER **Priority :** Medium
Date Opened : 07/12/05 1:25:00PM **Severity :** **Owner :** [REDACTED]
Date Closed : 10/10/05 11:20:33AM **Customer Ref. ID :** **Status :** Closed
Serial No : 4V5K99GH55N [REDACTED]

Description :

Left rear tandem wheels loosened up and fell off on 5/28/05 at 2,478 miles. Left front tandem wheels loosened up and fell off on 07/12/05 at 3,477 miles. As per OEM Ed Meyers removed all 20443003 spacers from all wheel positions, replace damaged parts and retorque wheel nuts 880-8500ft. Rechecked wheel nut torque after 1500 miles. ok.

Activities

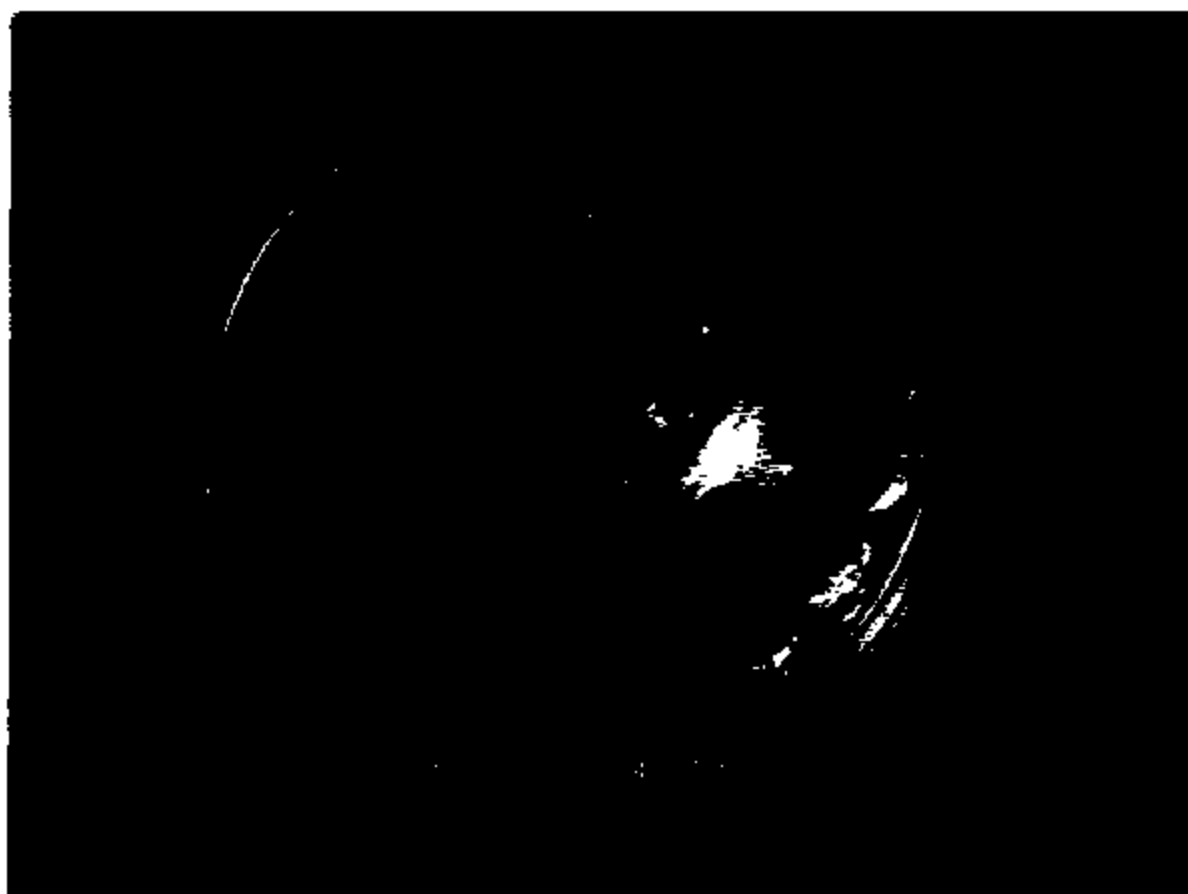
10/10/05 11:28:11AM	UT00295	REGISTERED CUSTOMER	Dealer Service Request	closing case	Based on last conversation and a follow-up conversation with Ed Meyers, this truck is performing well after removal of spacers and proper installation of studs and wheels. This case is being closed.	
08/01/05 02:53:55PM	MB70350		Web Update	In Progress	Update	Correction: The left front tandem wheels came off first, then the left rear tandem wheels. Stebel case #1-88283201.
05/02/05 01:28:50PM	UT00295	REGISTERED CUSTOMER	Dealer Service Request	Report received	Joe, Per our conversation, the report and pictures have been received. Please hold parts. I will be contacting the supplier to determine if they need to have the parts returned. —Kevin	













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Field Report Same incident as stated in 1-88486101

SR Number : 1-86283201 Account Name : O'SHEA TRUCK CENTER Priority : Medium
Date Opened : 7/12/2006 7:06:00PM Severity : 1-Critical Owner : 
Date Closed : 10/7/2006 9:01:11AM Customer Ref ID : Status : Closed
Serial No : 4V5K98GH5CN 

Description :

Contacted by the Dealer on this Vehicle that the left rear wheel had come off the Vehicle. Wheels travel some 80 yards with out hitting anything no damage to property and there where NO INJURY. Customer secure the wheel and drove vehicle into the dealer in Trarion (82120) Inspected truck on the same day found hub, drums and all studs along with both Flare's. Reordered instructed dealer to order all parts VOR take pictures and send them to DGM. Second time this happen I have been told at time of delivery that the wheels in the forward rear left side did the same thing right after delivery in June 05

Field Report (409397) Stud Seating

SR Number: 1-89368701 Account Name: BROWN'S HUNTERDON TRUCK SALES AND SERVICE
 Date Opened: 5/17/2006 12:46:58PM Severity: 2-High Owner: [REDACTED]
 Date Closed: Customer Ref. ID: Status: Open
 Serial No:

Description:

Attached to this case are the following:

- Spreadsheet of VHDs that I have been made aware of with stud/hub concerns
- Pictures of half-shock absorber arrangement from a Navigator that has been in service for 17,015 miles.
- Document provided by the dealer (06000) with part number comparisons between Mack, Volvo, and Navigator as looked up by their parts manager.

At the dealer on 5/18/06, we removed the L/S front drive axle wheels and inspected the hub and drum assembly. No evidence of spacer distortion, wheel loosening, etc. The truck serial number is 1HTWKAHT45. It is a Model 1900, 44-cu, 224" wheelbase, 45,000 lb. cap. 17,015 miles. See attachments.

Activities

05/12/06 07:06:14PM UT0908A

Dealer Visit

In Progress

New truck inspection

While at Brown Truck Group today, I had the dealer bring in a stock VHD (it actually is going to the customer TEV who had prior wheel concerns) and pull the wheels off. This chassis, 409397, still had the spacers in it, so at the very least, we would be pulling the spacers out. During my inspection of the studs, it was found that several studs had clearance between them and the hub (at the flange where they are pressed in). See attached pictures. There were two studs that had .006" clearance between the flange of the stud and the hub. Several others had .003". This was the R/S rear drive axle hub. The remaining three were tight. We tried seating the studs by torquing to 825 ft. lbs. but they stayed put. I advised the dealer to replace the hub and we will have it sent for analysis. Torque check of the wheel nuts before removing the wheels revealed torques between 480 ft. lbs and 500 ft. lbs.

Part Numbers and Vendors For Wheel Equipment on Chassis
Mack CV713 14769
International SJI40020
Volvo N394085

CV713 14769

Wheels 13qj4116a Alcoa unpolished Aluminum 10 Hole Hub piloted
13qj4116ap3 Alcoa Polished Aluminum 10 Hole Hub piloted

Hubs 3398-lr927rf Gunita Front
3398-lr927k2 Gunita Rear with exciter ring for A.B.S.
Stud 3398-w1270 Gunita

Spacers are not listed between wheels on this chassis

International SJI40020

Wheels 2033145c2 Non Polished Aluminum 10 Hole Hub Piloted
Accuride 2033147c2 Polished Aluminum 10 Hole Hub Piloted

Hubs Gunita lr925f
Studs Gunita W1270 Same As Mack above
Spacers A5903

Volvo N394085

Wheels Accuride 8084658 / ACR29362ANP Non Polished
Accuride 8084660 / ACR29362AIP Polished

Hubs Gunita GUNlr760k
Gunita GUNlr761k

Stud W1311 Gunita

Spacer 20448893













<u>Seibel Case #</u>	<u>Serial #</u>	<u>Mileage</u>	<u>Customer Name</u>	<u>Dollars Involved</u>	
1-40844346	377148	<1000	Paul Pizzuto	\$30,000.00	note: legal action involved approximate
1-76826107	394085	7,832	TEV	\$7,000.00	
1-79387903	377571	17,833	Palmeri	\$2,038.84	
1-82540207	394086	958	R.P Trucking	\$1,007.75	
1-85763701	377569	4,817	Westchester Trucking		
1-84810109	377558	23,539	Sierra Master		
1-86263601	394133	1,756	Sutton Trucking		
1-87233801	394134	1,144	Sutton Trucking		
	409587	?	R.P. Trucking		Truck at 5127D for engine m

Field Report (Stud Seating)

VPSS

SR Number: 1-82781902 Account Name: Priority: Medium
 Date Opened: 10/02/06 9:37:58AM Severity: 2-High Owner: [REDACTED]
 Date Closed: Customer Ref. ID: Status: Open
 Serial No: 4V5K00GH36N [REDACTED]

Description:

On 09/12/06, due several reasons listed below, I decided to inspect drive side wheel studs/hubs on stock VHD chassis at dealer 5258D, Brown Truck Group. The main reasons:

- Very high temperature with the customer base, possible legal action.

- Explanation from Reliability as to improper drive side stud installation causing wheels to loosen.

I agree with this, as we have witnessed returned material with studs that were hammered in from behind, as opposed to pressed in properly. This can cause improper stud seating, and when the truck is loaded, these studs can then "loosen" or pull in slightly then loosen, causing a repeat failure. What caused my concern is that there were at least two trucks that had the wheel spacers removed prior to delivery, wheels torqued, and a subsequent retorquing after several hundred miles. Serial numbers 304133 and 304134 had failures just over 1,000 miles. It appears that the most common failure is the rear half-wheel assembly. The chassis inspected on 09/12/06 was 400397. The RGS rear drive side hub had several studs that were not seated. Several had .006" clearance between them and the hub surface. I obtained an RGA number from Gunite and had the part shipped to them. UPS lost the shipment. No response from Gunite. I decided to try several other stock chassis on this dealer's lot. We inspected 308501, 308503, 308504, and 308505. All were good. Spacers were removed as per SP. Based on the serial number that we originally found an issue with and the possibility of a particular "date range" playing a part, I decided to look for chassis starting with "400". We brought in chassis 400500. Both rear drive side hubs had improperly seated studs. I marked them with a paint stick and the hubs are to be removed and sent to Gunite. The local drive side hubs were fine. Note: the common denominator is ABS equipped hubs. The part number is HR001K. I left two messages yesterday for response from Gunite. Still awaiting return call.

Activities

10/06/06 08:48:45AM	UT00145	[REDACTED]	Correspondence	Acknowledged	Parts Request	081006. Bob, Please send an example hub where a feeler gage has been used to verify improperly seated wheel studs. Please send one example to Gunite with an RGA and send one to TMAC/Spradlin/SR1-82781902 marked on the carton. TMAC, 4100 Bob White Blvd, Pulaski Va, 24301, 540-674-2281. Very excellent photographs. Thanks
10/06/06 08:54:03AM		[REDACTED]	Email - Outbound	Done	1-82781902	Hello Bob, Please see my activity entered on the SR. Request and example hub be sent to Gunite Inc, RGA you have obtained, also request example part which has been verified by feeler gage to TMAC attn Spradlin and SR1-82781902. Thanks Warren
10/17/06 12:59:51PM	UT0006A	[REDACTED]	Dealer Visit	In Progress	Dealer visit	While at 5258D, service manager brought another hub to my attention with studs that were improperly seated. Serial number is 408585. Pictures to be attached this afternoon. One of the studs has .017" clearance between the flange and the hub.





Field Report

Service Request # 1-83887801	VPSS
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SR Number : 1-83887801	Account Name : MCDEVITT TRUCK SALES	Priority : High
Date Opened : 6/21/2006 2:27:45PM	Severity : 2-High	Owner : [REDACTED]
Date Closed : 6/23/2006 12:13:41PM	Customer Ref. ID :	Status : Closed
Serial No : 4V5KC9GH338 [REDACTED]		

Description :

Received call from dealer to report customer complaint that drive axle wheels do not stay tight and are breaking studs. Customer has had complaint since new. Dealer has checked truck a few times and found torque to be low. Broken 4 studs to date. Discussed with dealer and instructed dealer to remove wheel spacers between rims and hub on all wheel ends and replace studs as necessary. Will report to Engineering and await for further instructions.

Activities

Date/Time	Activity	Status	Subject	Description
06/21/06 02:38:48PM	Email - Outbound	Done	Assignment Notification - VHD 416409 Wheel Ends & Spacers Loose	The following service request has been assigned to you: Service Request Number: 1-83887801 Date Opened : 6/21/2006 2:27:45 PM Severity : 2-High Priority : High Product : VHD64F Abstract : Drive Wheels Loose Description : Received call from dealer to report customer complaint that drive axle wheels do not stay tight and are breaking studs. Customer has had complaint since new. Dealer has checked truck a few times and found torque to be low. Broken 4 studs to date. Discussed with dealer and instructed dealer to remove wheel spacers between rims and hub on all wheel ends and replace studs as necessary. Will report to Engineering and await for further instructions.
06/22/06 08:11:16AM UT09146	Correspondence	Done	PR Response	060622. Joe, repair the vehicle as we spoke yesterday. Remove all spacers and damaged wheel equipment. Replace studs using stud press. DSM letter 7711-303, dtd 060501 has good tips. Send the spacer to TMAC/Attn Spradlin. Good report! MQR7651-672 QJ774-2, DSM letter 7711-306, dtd 060614.
06/22/06 08:18:39AM	Email - Outbound	Done	1-83887801	Hello Joe, See my activity earlier. Remove the spacers from drive wheels, send them to TMAC/Spradlin. Fix the truck. Thanks, Warren

05/23/05 12:11:31PM UT4884X

Correspondence

Done

Follow Up

Discussed issue with dealer during visit on 6-22-05. Advised dealer to repair as necessary and remove spacers. Discussed proper torque and correct replacement of broken wheel studs as necessary. Dealer reported that the rims are damaged and 1 hub will need to be replaced. Advised dealer to replace as necessary and submit for warranty and reference case number. They will handle from here.

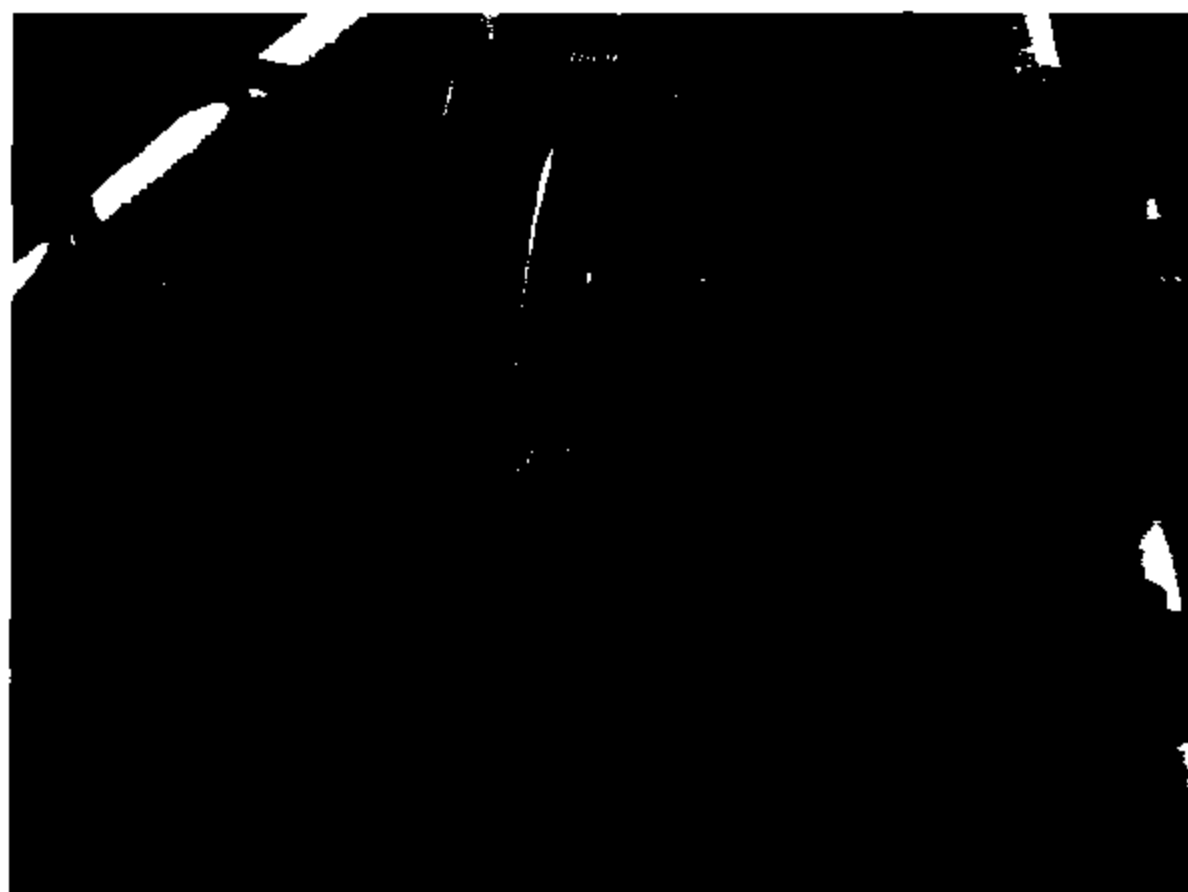
Job Number: 15552701
 Date Created: 07/06/06 10:00 AM
 Date Closed: 07/12/06 01:42 PM
 Serial No: 4V60C9GH38N391002
 Priority: High
 Status: Open
 Owner: Chris/John
 Assign: Chris

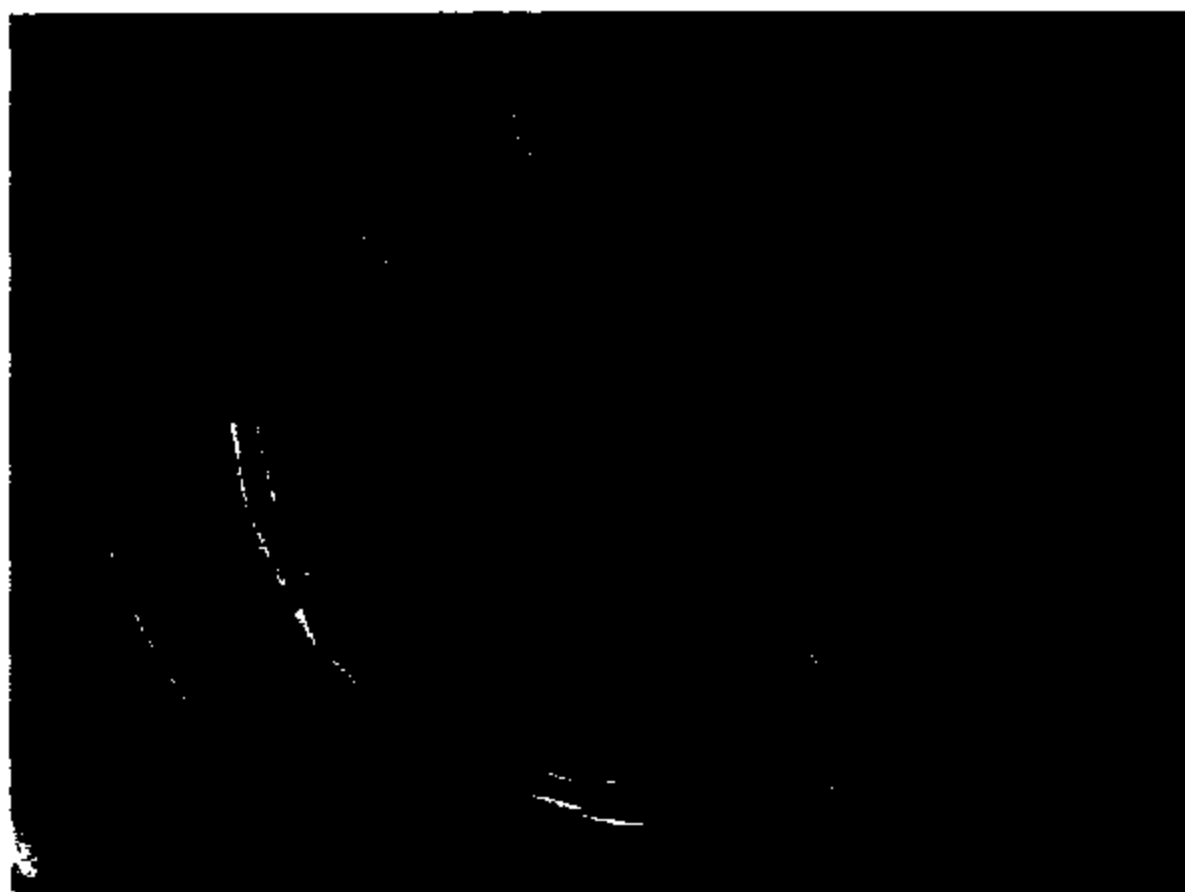
Activities

07/06/06 08:53:38AM	UT1555V	Dealer Service Request	Done	follow up	remove wheel spacers and replaced damaged parts.
07/12/06 01:28:51PM	M570175	Web Update	Done	service manager	following instructions from Canadian engineering reliable we removed all wheels including steers. We removed the spacers as instructed by Dave Ongaro. Spacers were sent to Canadian HO at: Dave Ongaro.
07/12/06 01:42:31PM	UT15546V	Dealer Service Request	Done	RESPONSE 2	Thank you - is the truck fixed now - please respond and we can get this case closed.

Canada









a.	b.						c.	d.	e.	f.	g.			
VIN	Owner or Fleet Name	Street	City	State	Zip	Contact Name	Contact Phone	Model	Year	Mileage	Incident Date	Date of Manufacture	Warranty Coverage Commenced	TYPE
4V5K99GH14N			PLYMOUTH	MA	02360			VHD	2004	unknown	7/23/2004	8/25/2003	4/7/2004	Complaint (referenced in complaint submit in October 2004)
4V5K99GH14N			PLYMOUTH	MA	02360			VHD	2004	31,893	10/11/2004	8/25/2003	4/7/2004	Complaint, Field Report
4V5K99GH14N			PLYMOUTH	MA	02360			VHD	2004	79,434	9/13/2005	8/25/2003	4/7/2004	Complaint, Field Report
4V5KC9GF44N			LAKE WORTH	FL	33467			VHD	2004	25,681	6/3/2004	10/1/2003	1/23/2004	Complaint
4V5KC9GF44N			LAKE WORTH	FL	33467			VHD	2004	48,430	8/31/2004	10/1/2003	1/23/2004	Field Report
4V5KC9GF44N			LAKE WORTH	FL	33467			VHD	2004	115,834	9/24/2005	10/1/2003	1/23/2004	Complaint, Field Report
4V5KC9GF44N			LAKE WORTH	FL	33467			VHD	2004	unknown	3/21/2006	10/1/2003	1/23/2004	Complaint
4V5K99GH05N			LINDEN	NJ	07036			VHD	2005	1,600	8/25/2004	8/23/2004	8/15/2004	Complaint, Field Report, Property Damage Claim
4V5KC9GH145N			MARTIN CREEK	PA	17053			VHD	2005	14,111	4/8/2005	5/13/2004	10/15/2004	Field Report
4V5KC9GH145N			MARTIN CREEK	PA	17053			VHD	2005	17,633	5/17/2005	5/18/2004	10/15/2004	Field Report
4V5KC9GH15N			NORTH BERGEN	NJ	07047			VHD	2005	unknown	8/29/2005	5/10/2004	3/21/2005	Complaint, Field Report
4V5KC9GH06N			PEEKSKILL	NY	10566			VHD	2005	4,817	7/6/2006	5/12/2004	6/15/2005	Field Report
4V5KC9GH06N			NORTH BERGEN	NJ	07047			VHD	2005	20,000	6/27/2005	6/29/2004	8/12/2004	Field Report
4V5KC9GH15N			MONTGOMERY	AL	36108			VHD	2005	18,301	10/22/2004	5/17/2004	8/6/2004	Field Report
4V5KC9GH06N			NEW TAZEWELL	TN	37824			VHD	2005	10,200	4/12/2005	6/16/2004	1/7/2006	Field Report
4V5KC9GH120N			ASHLAND CITY	TN	37051			VHD	2005	23,031	8/14/2005	6/16/2004	1/4/2005	Field Report, Property Damage
4V5K99GH155N			NEWARK	NJ	07114			VHD	2005	7,832	4/26/2005	1/16/2005	3/31/2005	Field Report
4V5K99GH175N			NEWARK	NJ	07105			VHD	2005	858	8/8/2005	1/19/2005	6/3/2005	Field Report
4V5K99GH185N			JAMISON	PA	18929			VHD	2005	909	8/7/2006	1/25/2005	8/2/2005	Field Report
4V5K99GH15N			SEWAREN	NJ	07077			VHD	2005	1,756	7/12/2005	1/27/2006	7/6/2006	Field Report
4V5K99GH135N	SEWAREN	NJ	07077	VHD	2005	1,144	7/20/2005	1/28/2005	7/16/2005	Field Report				
4V5K99GH155N	ROEBLING	NJ	08554	VHD	2005	5,477	7/12/2005	1/18/2006	8/23/2005	Field Report				
4V5K99GH06N	NEWARK	NJ	07114	VHD	2005	unknown	8/19/2005	6/16/2005	10/31/2005	Field Report				
4V5K99GH36N	LANDING	NJ	07806	VHD	2005	unknown	10/19/2005	6/16/2005	1/11/2006	Field Report				
4V5KC9GH36N	NEW BOSTON	NH	03070	VHD	2006	2,879	8/21/2005	3/23/2005	4/29/2005	Complaint, Field Report				
4V5KC9GH36N	STUFFING SALES INC. 13203 TENTH CONCESSION	STOUFFVILLE	Canada	L4A-6A4	VHD	2006	1,275	7/6/2005	2/25/2006	10/21/2005	Field Report			

Wheel and seating in bold



April 25, 2005

Volvo Trucks North America
Attn: Warren Spradin
4881 Cougar Trail Road
Dublin VA 24084

Dear Warren:

RMA #OE 335

RE: RETURN MATERIAL INSPECTION REPORT #4769
DEALER NBR: 5367D CLAIM NBR: 020157-01

Gunit's Quality Assurance has completed their review of the (10) W1270 disc wheel bolts, (1) HR760RC hub and (1) HR761K2 hub with the following disposition:

The wheel bolt failures exhibit the classic low stress, high cycle, fatigue characteristics associated with low bolt tension due to poor maintenance of tightening torque. Some of the bolts returned are not provided by Gunit. The hubs show considerable damage due to wheels running loose.

As a result of this determination, no warranty consideration will be made for these parts.

Unless we hear from you within thirty (30) days these parts will be scrapped at Gunit.

Sincerely,

A handwritten signature in cursive script that reads 'Joyce Dammann'.

Joyce Dammann
Warranty Administrator

cc: Debbie Trull
Roxanne Reese
Reg Pete



September 7, 2005

Volvo Trucks North America 4700-06
Attn: Robert Ravitsky
4881 Cougar Trail Road
Dublin VA 24084

Dear Robert:

RE: RMA #VOLVO9283C
RETURN MATERIAL INSPECTION REPORT # 5076

Gunite's Quality Assurance has completed their review of the (3) HR761K2 hubs returned to us on the subject RMA #VOLVO9283C. The customer reported a problem with wheel stud breakage. These parts are from a Volvo VHD model truck manufactured in January 2005.

Our findings indicate that the bolts meet the requirements of SAE J429 Grade 8. (A copy of our chemical analysis is enclosed). The probable cause is low torque which is the customer's maintenance issue.

As a result of this determination no warranty consideration will be made for this item.

Unless we hear from you within thirty (30) days these parts will be scrapped at Gunite.

Sincerely,

A handwritten signature in cursive script that reads 'Joyce Dammann'.

Joyce Dammann
Warranty Administrator

Enclosures

cc: Debbie Trull
Warren Spradlin (Volvo Trucks North America)
Ron Goslak
Reg Pete

Akers, Jim

From: Tandon; Laxmi
Sent: Monday, August 15, 2005 2:11 PM
To: Pete, Reg
Cc: Akers, Jim; Christiansen, Dale; Miller, Mike
Subject: W1270 Broken in Hub HR761K2, RMIR 5076, Volvo 9283C - Warranty

Chemical Analysis (%):

Bolt	C	Mn	Si	S	P	Al	Cr	Ni	Mo
Broken	.38	1.43	.27	.015	.017	.037	.05	.05	.01
Unbroken	.42	1.43	.27	.017	.021	.039	.09	.10	.01

Core Hardness:	Broken	Unbroken
(spec: Rc33 - Rc39)	340 BHN (Rc36)	332 BHN (Rc35)

Both the bolts meet the requirements of SAE J429 grade 8 and are comparable.

Laxmi Tandon

Dammann, Joyce

From: Purvis, Adam
Sent: Wednesday, July 27, 2005 2:33 PM
To: Dammann, Joyce
Subject: FW: material return

Joyce;

Can you help this individual out?

Adam Purvis
CAE Specialist
Gunita Corporation
PH: (815) 490-6252
Fax: (815) 964-0775
mailto:Adam.purvis@gunita.com

<http://www.accuridacorp.com/>
Gunita a Member of the Accuride Family of Companies!

-----Original Message-----

From: Pollock Kevin [mailto:Kevin.pollock@volvo.com]
Sent: Wednesday, July 27, 2005 8:38 AM
To: Purvis, Adam
Cc: Ravitsky Robert
Subject: material return

Adam,

Per our conversation this morning, here is the info for the parts I would like to have returned. The parts are a drive hub and studs from a Volvo VMD model truck manufactured in January of this year. The Volvo part number for this assembly is 20458291 which corresponds to Gunita assembly number HR760-RC. The brake drums and the wheels are also available if you would like to have them returned for your evaluation. Please provide me with a Returned Goods Authorization number and let me know if you would like the drums and wheels returned with the hub. I will also need the address where these should be shipped.

For your reference I have included the text from emails that Warren Spradlin of Volvo and Reg Pate of Gunita exchanged at the end of last week. However, both of these gentle men are currently out of the office and I would like to get this material shipped this week.

Thank you for your assistance.
--Kevin Pollock

Kevin Pollock
Volvo Trucks North America
Product Reliability
4881 Cougar Trail Road Dublin, VA 24084
Telephone: 540-674-7434
Telefax: 540-674-7204
E-mail: kevin.pollock@volvo.com

REC. NO
062048

-----Original Message-----

From: Pate, Reg [mailto:Reg.Pate@gunita.com]
Sent: Friday, July 22, 2005 4:56 PM
To: Spradlin Warren
Cc: Ravitsky Robert; Rose Bob; J R Huffstetler (E-mail); Hope, Jim; Bucey, Mark; Fakhoury, Omar
Subject: RE: Accident

Warren

We can have someone available the week of August 1. The Gunita engineer that I will have available is Mark Bucey 815-490-6247.

Can you have failed wheel bolts sent to Gunita via UPS before Friday July 29, 2005 so that I can start failure analysis?

Reginal A. Pete

Manager Product Engineering

Gunita A Member of the Accuride Family of Companies v 815.490.6250 f 815.964.0775 a
mailto:reg.pete@gunita.com -----Original Message-----

From: Spradlin Warren [mailto:warren.spradlin@volvo.com]

Sent: Thursday, July 21, 2005 12:33 PM

To: Pete, Reg

Cc: Ravitsky Robert; Rose Bob; J R Muffstetlar (E-mail); Mops, Jim

Subject: FW: Accident

To Mr Reg A. Pete, Gunita Corporation,

Hello Reg,

We received the following field report 05-07-20:

"SR1-87233801, SN 394134. Dealer called to report this truck has loose wheels out on the New Jersey Turnpike. They are going out to repair it now. Will update when more information is given". Please read reports below.

Front hubs VTNA P/N 20458299, Gunita F805K with M22 X 1.5 wheel studs.

Drive wheels are VTNA P/N 20458291, Gunita R760K with M22 X 1.5 wheel studs, GunW1311.

We are continuing to see repeat wheel stud breakage with Sutton Trucking at our dealership Brown's, 963 Rt 173, Exit 7 off right 78. Phone 908-479-4857, Bloomsbury, NJ, 08804.

I request Gunita Corporation support to determine the cause of this problem. I request wheel studs receive evaluation to include metallurgical analysis and report. I also request you forward this report to your Gunita service representative in the area, so they can make contact with our District Service Manager, Robert Ravitsky at cell 610-746-6510, person to determine how best to correct the repeat occurrences.

Please copy me when you email your Gunita Representative.

Thanks

Warren E. Spradlin
Volvo Trucks North America Inc
Product Reliability Engineer
4881 Cougar Trail Road, PO Box 1126
Dublin Va 24084, USA

Phone 540-674-7384
Fax 540-674-7204
Warren.Spradlin@Volvo.Com

REC. NO.

062048

SP CNT	Dealer	Name	Address	City	ST	ZIP	Phone
99	5813D	CENTRAL VALLEY TRUCK CENTER	2707 S EAST AVE	FRESNO	CA	93725-1906	559-266-9531
23	5256D	BROWN TRUCK GROUP	963 RT 173 EXIT7 OFF RT	BLOOMSB	NJ	08804	908-479-4970
17	5150D	MCDEVITT TRUCK SALES	1 MACK AVE	MANCHEST	NH	03103-5916	603-668-1700
16	2790K	SURGENOR TRUCK CENTRE	1571 LIVERPOOL CRT	OTTAWA	ON	K1B4L1	613-745-0024
15	2705K	BERK'S INTERTRUCK LTD.	2230 MCDULLOUGH RD	NANAIMO	BC	V9S4H8	250-758-5217
9	5214D	O'CONNOR MOTOR	299 WARREN AVE	PORTLAND	ME	04103-1106	207-797-7837
7	5170D	ALBANY VOLVO TRUCK SALES	90 HARTS LN	ALBANY	NY	12204-2411	518-449-7171
6	5134D	HUDSON COUNTY MOTORS	614 NEW COUNTY RD	SECAUCUS	NJ	07094-1624	201-866-5570
5	3333K	BRAMHILL TRUCK CENTRE	5196 HWY 23	PALMERST	ON	M0G2P0	519-343-3100
5	5199D	CAMBRIA TRUCK CENTER	136 TALMADGE RD	EDISON	NJ	08817-2812	732-985-6800
3	2701K	NATIONAL TRUCK CENTRE	18964 96 AVE	SURREY	BC	V4N3R2	604-888-5577
3	2775K	GERRY'S TRUCK CENTRE LTD.	4049 EASTGATE CRES	LONDON	ON	N6L1B7	519-652-2100
3	5179D	MCDEVITT TRUCK	1 MACK DR	AVON	MA	02322-1017	508-559-0771
3	5212D	O'SHEA TRUCK CENTER	5 CROSSROADS DR	TRENTON	NJ	08691-3306	609-586-3333
3	5340D	TRUCK ENTERPRISES	3440 S MAIN ST	HARRISON	VA	22801-9758	540-564-6900
3	5858D	HUSKY TRUCK CENTER	11222 E MARGINAL WAY S	SEATTLE	WA	98168-1954	206-764-3833
3	5127D	BEYER BROS	109 BROAD AVE RTS 1 & 9	FAIRVIEW	NJ	07022	201-943-3100
2	2747K	REGINA VOLVO TRUCKS	762 McDONALD ST	REGINA	SK	S4N7M7	306-525-0466
2	2757K	WINNIPEG EQUIPMENT SALES	33 OAK POINT HWY	WINNIPEG	MB	R2R0T8	204-632-9100
2	2779K	EXPRESSWAY TRUCKS WATERLOO	2943 CEDAR CREEK	AYR	ON	N0B1E0	519-632-9777
2	2826K	VOLVO LAC ST-JEAN	130 SE AV	SAINT-PR	QC	G8U1H5	418-251-1234
2	2835K	MACKAY'S VOLVO TRUCK CENTER	124 LOWER TRURO	TRURO	NS	B2N5E8	902-895-0511
2	3380K	MID-ONTARIO TRUCK CENTRE	400 DUNLOP ST W	BARRIE	ON	L4N1C2	705-722-1122
2	5319D	VOLVO & GMC TRUCKS OF PALM BEACH	360 S MILITARY TRL	WEST PAL	FL	33415-2808	561-686-8906
2	5320D	PRINCE TRUCK CENTER	1612 US HIGHWAY 82 W	TIFTON	GA	31793-8046	229-386-4060
2	5364D	COLONIAL VOLVO TRUCK SALES	11430 AIR PARK RD	ASHLAND	VA	23005-3442	804-798-7242
2	5393D	TRUCK ENTERPRISES HAGERSTOWN	18216 MAUGANS AVE	HAGERSTO	MD	21740-1665	301-739-5577
1	2716K	BABINE TRUCK & EQUIPMENT LTD.	9341 ROCK ISLAND RD	PRINCE GE	BC	V2N5T4	250-562-7422
1	2732K	ALBERTA HEAVY TRUCK CENTRE LTD.	5555 80 AVE SE	CALGARY	AB	T2C4S6	403-279-3000
1	2777K	SHEEHAN'S TRUCK CENTRE INC.	4320 HARVESTER RD	BURLINGT	ON	L7L5S4	905-632-0300
1	2815K	PARÉ CENTRE DU CAMION VOLVO	250 DU PRÉSIDENT-KENNEDY RTE	LEVIS	QC	G6V9D6	418-833-5333
1	3525K	SURGENOR TRUCK CENTRE (KINGSTON)	261 BINNINGTON CRT	KINGSTON	ON	K7M9H2	613-548-1100
1	3530K	STE-AGATHE DIESEL INC.	1001 RUE PRINCIPALE E	SAINTE-AG	QC	J8C3J4	819-326-3419
1	3650K	CENTRE DU CAMION BOUCHERVILLE	1260 RUE GRAHAM-BELL	BOUCHERV	QC	J4B6H5	450-655-3146
1	3730K	TG INDUSTRIES - SCOTIA MACK	30 ISNOR	DARTMOUT	NS	B3B1K5	902-468-6400
1	5008R	CORPORATE MARKETING	7825 NATIONAL SERVICE RD	GREENSB	NC	27409-9667	000-000-0000

1	5074D	VOMAC TRUCK SALES & SERVICE	12242 DELCARATION DR	NEW HAVEN	IN	46774-9823	260-749-5061
1	5122D	BANGOR VOLVO TRUCK & TRAILER SALES	2245 ODLIN RD	HERMON	ME	04401-7237	207-947-0778
1	5142D	S AND S VOLVO AND GMC TRUCK	2600 SAINT JOHNS RD	LIMA	OH	45804-4007	419-228-2211
1	5152D	BURR TRUCK & TRAILER SALES	2901 VESTAL RD	VESTAL	NY	13850-2090	607-729-2211
1	5168D	GABRIELLI TRUCK SALES	880 S OYSTER BAY RD	HICKSVILLE	NY	11801-3519	516-931-7915
1	5189D	ALLEN TOWN TRUCK SALES	1407 BULLDOG DR	ALLEN TOWN	PA	18104-1972	610-395-6801
1	5193D	HARVEY TRUCK CENTER	29 E COMMONS BLVD STE 300	NEW CASTLE	DE	19720-1739	302-324-8340
1	5206D	FLORENCE TRUCK CENTER	1943 E PALMETTO ST	FLORENCE	SC	29506-3606	843-662-0346
1	5220D	ANDERSON MOTORS INC	170 AMARAL ST	EAST PROVIDENCE	RI	02915-2223	401-434-5900
1	5279D	GATEWAY VOLVO, GMC, UD	921 FOURNIE LN	COLLINGSVILLE	IL	62234-7430	618-345-0123
1	5280D	SHELDON TRUCKS	137 AVENUE A	WILLISTON	VT	05495-7506	802-658-3314
1	5313D	CENTRAL CAROLINA TRUCKS	100 SANFORD ST	SAINT PAUL	NC	28384-1450	910-865-3002
1	5412D	NEXTRAN TRUCK CENTER - TAMPA	7810 ADAMO DR	TAMPA	FL	33619-3506	813-626-7141
1	5424D	OLD RIVER TRUCK SALES	139 OLD HIGHWAY 49 S	RICHLAND	MS	39218-9487	601-664-1410
1	5440D	NEXTRAN TRUCK CENTER - POMPANO BEACH	1490 NW 22ND ST	POMPANO BEACH	FL	33069-1426	954-984-9494
1	5470D	CONWAY VOLVO TRUCK DIVISION	6260 E MOLLOY RD	EAST SYRACUSE	NY	13057-1021	315-437-2574
1	5472D	CONWAY GMC VOLVO TRUCK DIVISION	2654 W HENRIETTA RD	ROCHESTER	NY	14623-2328	585-424-1250
1	5545D	GATR OF SAUK RAPIDS	218 STEARNS DR	SAUK RAPIDS	WI	53709-2520	262-251-7356
1	5569D	STEUERBEN TRUCK CENTER	620 SOUTH ST	STEUERBEN	OH	43952-2802	740-282-2711
1	5571D	DAKOTA VOLVO TRUCKS	4500 N CLIFF AVE	ST LOUIS	MO	63104-0553	636-332-7112
1	5706D	ARIZONA TRUCK CENTER	2402 S 19TH AVE	PHOENIX	AZ	85009-6931	602-258-4500
1	5726D	GENERAL TRUCK SALES & SERVICE	1973 E BROOKS RD	MEMPHIS	TN	38116-3601	901-345-3270
274	Grand Total						

Highlighted ones signifies Canada



Volvo Trucks North America



District Service Manager
Information Letter

GROUP	NO.	PAGE	DATE
7711	308	1(1)	050814

SUBJECT: Wheel Spacers
MODEL(S): VHD
ISSUED BY: Warren Spradlin
APPROVED: Guenter Schlottmann

DISTRICT SERVICE MANAGER INFORMATION LETTER

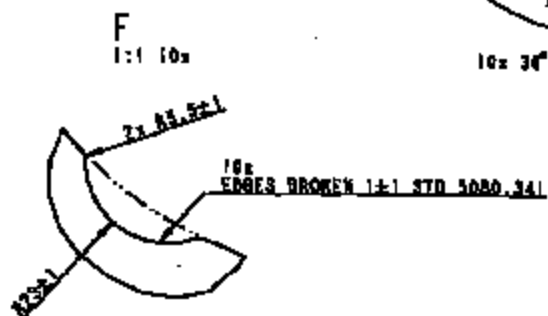
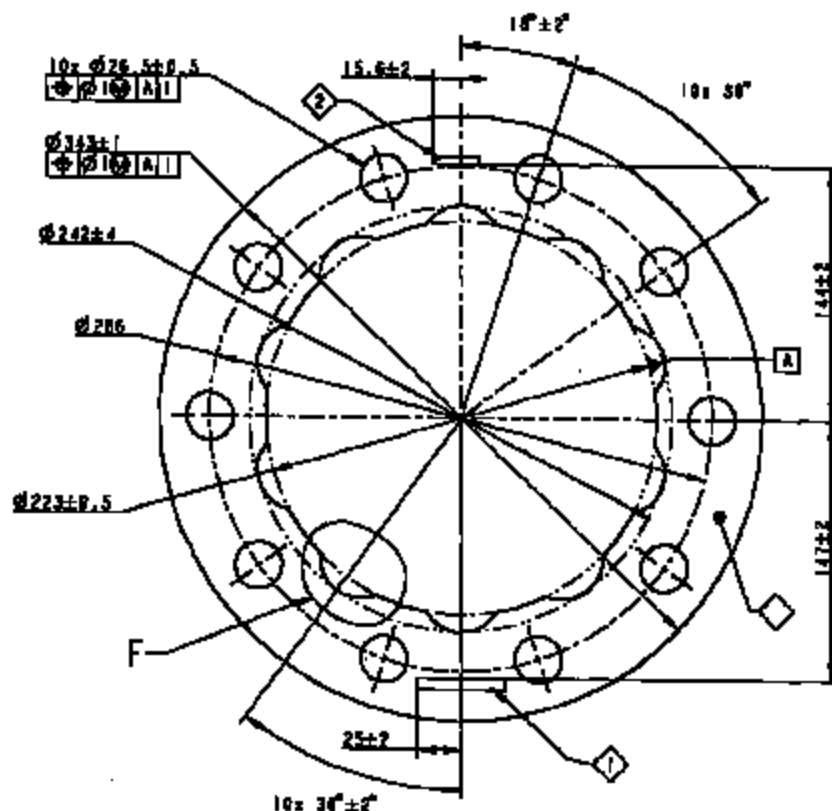
Wheel spacers P/N 20448893, an option used to separate aluminium wheels from iron brake drums or hubs have been eliminated from the VHD models in Production, reference SN 411726 effective May 26, 2005.

The wheel spacers, an option, are found on steer and drive axles and are located between brake drums and wheels and between the drive wheels, both axles.

The spacers can deteriorate as the braking temperatures rise get enough to cause the wheel stud/nut joint to loosen. When this happens the aluminium wheel stud holes can become eroded and need to be replaced.

The field service action is under consideration at this time.

**There are no attachments with this DSM Letter. Hard copies will be forwarded to designated areas only.*



Part No.	Rev.	Part Name	Part No.	Rev.	Part Name
20448892	03	SPACER ALUMINUM WHEEL	20448892	03	SPACER ALUMINUM WHEEL
20448892	03	SPACER ALUMINUM WHEEL	20448892	03	SPACER ALUMINUM WHEEL
20448892	03	SPACER ALUMINUM WHEEL	20448892	03	SPACER ALUMINUM WHEEL
20448892	03	SPACER ALUMINUM WHEEL	20448892	03	SPACER ALUMINUM WHEEL
20448892	03	SPACER ALUMINUM WHEEL	20448892	03	SPACER ALUMINUM WHEEL

BASIC DIMENSION $T = 1 \pm 0.2$

MARKED ACC TO STD 5052, 41

MARKED ACC TO STD 5051, 15: NET 1.3-8-8-4

MARKED ACC TO STD 5051, 15: NET 1.3-5-5.5

MAIN INFORMATION OF PART IN KOLA/PART VERSION REPORT

SCALE: 1:2

FREE FROM BURRS STD 5080, 341

SYMBOLS, DESIGNATIONS AND GENERAL DRAWING METHODS
STD 5023, 381

CONSEQUENCE CLASS [4] APPLIES TO PROPERTIES NOT MARKED

1) REQUIRED DOCUMENTS				
DWG No	ISSUE	CAD DRAW NAME	CAD PART/ASST NAME	BASE
20448892	03	20448892	20448892	
			20448892	

The company, responsible for the production of this document, is not responsible for the accuracy of the data entered in the table of materials, unless it is explicitly stated in the drawing or in the accompanying text.		SPACER ALUMINUM WHEEL	
VOLVO		20448892	
Volvo Truck Corporation		03	



Letter 1 of 1
Page 1 of 11

DuPont Washington Works
Certification Office
P.O. Box 1217
Washington, WV 25181-1217

December 08, 2004

POLYONE DISTRIBUTION
CUSTOMER SERVICE/TROY MYERS
4075 MILLENNIUM BLVD SE
MASSILLON - OH 44848

DU PONT ORDER NO: 748023
CUSTOMER PO NO: 299182
DELIVERY DATE: 12/08/04
DELIVERY NO: 81070442
FAX NUMBER:

THIS IS TO ADVISE THAT THE PRODUCT LISTED BELOW HAS BEEN CLASSIFIED STANDARD PRODUCT. TEST DATA ARE ATTACHED WHICH SHOW COMPLIANCE TO THE INDICATED SPECIFICATION.

Amy L. Brown

AMY L. BROWN
QUALITY ASSURANCE MANAGER

DESCRIPTION	LOGS	QTY	SPECIFICATION(S)
	Kgs	Lbs	
* ZYTEL® PE4100F BK175 25 KG BAG NYLON RESIN	N45K10102	825.00	1377.50
			DUPONT STANDARD SPEC
	N45K102101	375.00	598.50
ZYTEL® ST801 BK210 25 KG BAG NYLON RESIN	N45K104101	1000.00	2204.00
			ASTM D-4038 PA0171 CHRYSLER MS-0841 DUPONT STANDARD SPEC FORD W8K-M40888-A GENERAL MOTORS GMP PA06.021 GENERAL MOTORS GM-7001M (PA06)

Condition of Visible Components

- Rear of engine: not leaking.
- Transmission: not leaking. If equipped with oil cooler, check for leaks or that air-to-oil cooler is not blocked.
- Check drive shaft.
- Exhaust system: secure, not leaking, not touching wires, fuel or air tubing.
- Frame and cross members: no bends, cracks or breaks.
- Air tubing and electrical wiring: secured against snagging and chafing.

Step 5: Right Rear Vehicle Area
Dual Wheels, One Or Two Axles

- Check condition of wheels and rims. Especially look for cracks, missing lockings, bent or broken spacers, studs, clamps or lugs.
- Check condition of tires: properly inflated, no serious cuts, bulges, tread wear or any signs of misalignment; valve stems not touching wheels, rims or brake drums; valve caps in place and no objects stuck between the wheels.
- Check that both tires are of same type, for example, not mixed radial and bias type and that their circumferences are matched.
- Check wheel bearing and hub: no obvious leaking on outside or inside wheel.

Suspension

- Check condition of springs (leaf or spring hangers, shackles and U-bolts).
- Axle alignment.

Brakes

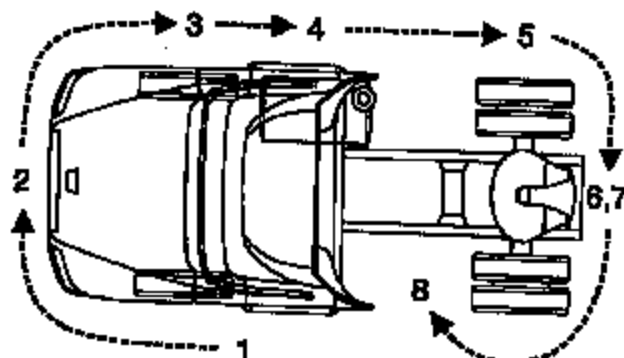
- Condition of brake drums. With brakes released, look for a noticeable gap between lining and drum (This check cannot be made if dust covers are in place).
- Condition of brake hoses: check for chafing.
- Check brake chamber mounting and brackets.
- Check slack adjusters and chamber push rod travel. With brakes applied or released, look for conspicuous difference in positions of the slack adjusters.
- Check spring brakes.

Step 6: Rear Of Vehicle Area
Frame Area

- Frame or cross members not bent, cracked or otherwise damaged or missing.
- Check that air tubing and electrical lines are properly secured to the frame with no damage or chafing.

Lights and Reflectors

- Tail lights, brake lights and turn signals: operating, clean and proper color.



Step 7: Coupling System Area

- Securely mounted to the frame.
- No missing or damaged parts.
- Check that transmission and plate are properly lubricated (page 347).

Step 8: Left Wheel

- Mechanism not worn, bent, damaged or missing (page 349).
- Properly lubricated.
- All locking pins present and locked in place.
- If air operated: no air leaks.

Air Tubing and Electric Lines Visible From Rear View

- Should be secure from dangling.
- Both air lines and electric line should be free from damage, oil and grease.

Step 9: Left Saddle Tank and Left Rear Wheel Area
Dual Wheels, One Or Two Axles

- Check condition of wheels and rims. Especially look for cracks, missing

lockings, bent or broken spacers, studs, clamps or lugs.

- Check condition of tires: properly inflated, no serious cuts, bulges, tread wear or any signs of misalignment; valve stems not touching wheels, rims or brake drums; valve caps in place and no objects stuck between the wheels.
- Check that both tires are of same type, for example, not mixed radial and bias type and that their circumferences are matched.
- Check wheel bearing and hub: no obvious leaking on outside or inside wheel.

Suspension

- Check condition of springs (leaf or air), spring hangers, shackles and U-bolts, no cracks, breaks or shifting.

Brakes

- Condition of brake drums. With brakes released, look for a noticeable gap between lining and drum (This check cannot be made if dust covers are in place).
- Condition of brake hoses: check for any chafing.

Wheels

General

Due to the size, equipment needed and the procedures used to change wheels, this should be done through the Volvo Truck dealer. By having an expert technician perform this procedure, personal injury and property damage may be avoided.

Note: When replacing the wheel equipment or tires, use the same size wheels or tires as originally manufactured. Changing the tire or wheel size will affect brake performance. If changing tire size, ABS and speedometer must be recalibrated.

Check Tightening Wheel Nuts

DANGER

Failure to properly torque-tighten the wheel nuts can result in the breakage of wheel studs and the subsequent loss of wheels. Loss of vehicle control and serious personal injury or death can occur.

Check tighten *all* wheel nuts after the first 50 to 100 miles (80 to 160 km) and the first 50 to 100 miles (80 to 160 km) after each tire service. This applies to both single and dual wheels in connection with normal service but should be performed at least every six months.

This check tightening is particularly important when rims or brake drums are newly painted. Paint can flake off from these surfaces, causing the nuts to lose their grip and the wheel to loosen.

See the "Operator's Manual, Maintenance and Engine" for correct procedures on tightening the wheel nuts.

