

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

FEB 22 2011



February 8, 2011

VIA EXPRESS MAIL

Mr. Bruce York, Acting Chief
Medium and Heavy Duty Vehicle Division
Office of Defects Investigation
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey SE
Washington, D.C. 20590

Re: **PE10-042**
NVS- 214phk

Dear Mr. York:

On behalf of Mack Trucks, Inc., I am responding to the questions raised in your letter dated January 19, 2011.

The information contained within includes owner information such as names and addresses. Mack considers this information to be confidential; therefore, we respectfully asked that you please redact any owner information from the documents prior to posting to your public website.

With Best Regards,

Tim L. LaFon
Manager, Regulatory Affairs
Telephone: (336) 393-2233
Fax: (336) 393-2444
Email: timothy.lafon@volvo.com

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1. State by model and model year, the number of subject vehicles MACK has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by MACK, state the following:

- a. Vehicle identification number (VIN);
- b. Make;
- c. Model;
- d. Model Year;
- e. Date of manufacture;
- f. Fifth wheel attachment bolt manufacturer
- g. Date warranty coverage commenced; and
- h. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Model	Model Year	Count
CXU612	2009	447
CXU613	2009	1,928
CXU612	2010	263
CXU613	2010	1,635

Source of information: Mack's production file. The information was gathered on February 4, 2011.

Specific information is enclosed under the heading of "PRODUCTION DATA".

2. State by model and model year, the number of each of the following, received by MACK, or of which MACK is otherwise aware, which relates to, or may relate to, the alleged defect in the subject vehicles:

- a. Consumer complaints, including those from fleet operators;
- b. Field Reports including dealer field reports;
- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints or field reports;
- d. Property damage claims;
- e. Third party arbitration proceedings where MACK is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which MACK is or was a defendant or codefendant.

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For subparts "a" through "f" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report, and a customer complaint).

In addition, for items "c" through "f" provide a summary description of the alleged problem and causal and contributing factors and MACK's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f", identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Type	Total Number
a. Consumer/ Fleet Complaints	0
b. Field Reports	2
c. Reports involving a crash, injury, or fatality	0
d. Property damage claims	0
e. Third- party arbitration proceedings	0
f. Lawsuits	0

For item b, the 2 reports were on 2010 CXU613 model vehicles.

Source of information: Mack's Service Database and Legal Department. The information was gathered on February 7, 2011

3. Separately for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

- a. MACK's file number or other identifier used;*
- b. The category of each item, as identified in Request No. 2, (i.e., consumer complaint, field report etc.)*
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;*
- d. Vehicle's VIN*
- e. Vehicle's make, model, and model year;*
- f. Vehicle's mileage at time of incident;*
- g. Incident date;*
- h. Report or claim date;*
- i. Whether a crash is alleged;*
- j. Whether property damage is alleged;*
- k. Number of alleged injuries if any; and,*
- l. Number of alleged fatalities if any*

Refer to enclosed file named "REQUEST NUMBER TWO DATA"

Source of information: Mack's Service Database and Legal Department. The information was gathered on February 7, 2011.

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4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method MACK used for organizing the documents.

The documents for the two field reports are enclosed and are identified by Mack's reference number. The method used to organize (i.e., collect) the information was a search on subject vehicle models based on part numbers for the bolts used to secure the fifth wheel plate to the chassis (i.e., part numbers, Mack - 27AM66 or Volvo - 25153258 and 25189745) and a word search using key words (i.e., fifth, 5th, wheel, bolt and loose). The information was then reviewed and the relevant information was collected and reported.

5. State by model and model year, a total count for all of categories of claims, collectively, that have been paid by MACK to date that relate to, or may relate to, the alleged defect, in the subject vehicles: warranty claims, extended warranty claims; claims for goodwill services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin (TSB) or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. MACK's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. Vehicle's VIN;
- d. Repair Date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Model	Model Year	Count
CXU612	2009	1
CXU613	2009	4
CXU613	2010	5

Refer to enclosed file named "WARRANTY DATA"

Source of information: Mack's Warranty Database. The information was gathered on February 4, 2010.

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6. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that MACK has issued to any dealers, regional or zone offices, field offices, fleet purchases, or other entities. This includes but is not limited to, bulletins, advisories, information documents, training documents, or other documents, or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that MACK is planning to issue with the next 120 days. Please specifically answer the following:

- a. What clamping force does the manufacturer use as design criteria for the subject bolts; 236 ft-lbs (320 Newton meters)
- b. What are the manufacturer's installation procedures for the subject bolts; Insert bolt, install nut, and torque to specification.
- c. What are the manufacturer's recommended maintenance procedures to inspect and replace the 5th wheel bolts?
Daily visual inspection to check that the fifth wheel is securely mounted to the frame and that there are no missing or damaged parts.

Periodic inspection (i.e. at recommended service intervals) which includes checking the fifth wheel mounting, brackets, latching device, body mounts, sills, fastener and sliding mechanism for cracks or fretting and torqueing the mounting bolts.

A field service bulletin (i.e. FSB 922-003) was released in January 2011, which is related to the investigation; this FSB is enclosed.

Source of information: Mack's Operator's and Maintenance and Lubrication manuals (i.e. manual numbers TS92109 and TS494, both of which are delivered with the vehicle to the first owner and available through Mack's internet site).

<http://smrp-prod.macktrucks.com/spubs/internet/class8toc.htm> . The information was gathered on February 8, 2011.

7. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, or are being planned by, or for, MACK. For each such action, provide the following information:

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief summary of the subject and the objective of the action;
- e. Engineering Group(s) supplier(s) responsible for designing and conducting the action;
- f. Brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action. If the action is not complete, provide a detailed schedule for the work to be done, tentative findings and/or conclusions, and provide an update within 10 days of completion of the action.

1. QJ 1-1463534961

- a. Action identifier: QJ 1-1463534961
- b. Actual or planned start date: October 4, 2010 (Actual)
- c. Actual or expected end date: January 6, 2011 (Actual)
- d. Subject: CXU/CHU 5TH Wheel Mounting Hardware Interference. Objective was to investigate reports of 5th wheel mounting hardware contacting frame huck bolts.
- e. Responsible: Mack's Engineering and Product Reliability Groups.
- f. Summary of findings/ conclusions: Certain bolts at different locations where contacting huck bolts on the frame. Since the off-set of the frame bolts and the fifth wheel mounting bolts are different, the condition did not affect all bolt positions. The cause was determined as incorrect bolts (i.e. too long) being used when manufacturing the vehicle.

2. Material Analysis on bolts:

- a. Action identifier: Fifth Wheel Bolt Investigation
- b. Actual or planned start date: December 10, 2010 (Actual)
- c. Actual or expected end date: February 8, 2011 (Actual)
- d. Objective was to conduct material analysis on returned bolts to determine whether they were within specification.
- e. Responsible: Professional Analysis and Consulting, Inc.
- f. Summary of findings/ conclusions: No material deficiencies were found.

8. *Describe all modifications or changes made by, or on behalf of MACK in the design material composition, manufacture, quality control, supply, or installation of the subject components, from the start of production to date, which relate to, or may relate to the alleged defect in the subject vehicles. For each such modification or change, provide the following information:*

- a. *The date or approximate date on which the modification or change was incorporated into vehicle production;*
- b. *A detailed description of the modification or change;*
- c. *The reason(s) for the modification or change;*
- d. *The part numbers (service and engineering) of the original component;*
- e. *The part number (service and engineering) of the modified component;*
- f. *Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;*
- g. *When the modified the component was made available as a service component; and,*
- h. *Whether the modified component can be interchanged with earlier production components.*

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Also, provide the above information for any modification or change that MACK is aware of which may be incorporated into vehicle production within the next 120 days.

There were no modifications or changes in the design; this was a manufacturing issue. Corrective action has been taken.

9. Furnish MACK's assessment of the alleged defect in the subject vehicle, including:

a. The causal or contributory factor(s);

Bolts that attach the fifth wheel plate may be too long resulting in contact with Huck bolts used to mount the fifth wheel mounting brackets to the frame.

b. The failure mechanism(s);

Fifth wheel mounting bolt contacts Huck bolt, which results in specified torque not being achieved on the bolt. Additional torque is applied to try to draw the bolt to the frame which results in yielding the bolt.

c. The failure mode(s);

Loose/ damaged bolts, which may possibly lead to bolt failure

d. The risk to motor vehicle safety that it poses; and

As a result of the factors involved, which includes 1) limited number of bolts loose as a result of interference, and 2) torque re-checks that occur during regular service intervals and in some cases during pre-delivery inspections, Mack concludes that the issue does not present a substantial safety risk to the public, and therefore does not warrant a safety recall.

Mack is still working to define the scope. The available information suggests that this is limited to certain frame configurations and later model years such as 2010 and 2011. A Field Service Bulletin was issued by Mack to dealers and servicing facilities to alert them of the condition and to provide instruction on how to administer the repairs if so required.

e. What warnings, if any, the operator and other people both inside and outside the vehicle would have that the alleged defect was occurring or subject component was about to fail?

Daily visual inspection to check that the fifth wheel is securely mounted to the frame and that there are no missing or damaged parts.

Periodic inspection (i.e. at recommended service intervals) which includes checking the fifth wheel mounting, brackets, latching device, body mounts, sills, fastener and sliding mechanism for cracks or fretting and torquing the mounting bolts.

Documents Question 4

Service Request Detail Report

SR # 1-1459414711**SR Info**

SR Type: Service issues - Incident
SR Area: Reliability
App/Service: reliability
Sub Area: DSR (External)
Sub Area 2:
Argus Company: MACK Trucks

SR Classification

Source: Web
Func. Group: 7119-miscellaneous
Severity: 2-High
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: RONALD DUNCAN
SR Group: NA - Truck - Reliability
SR Opened: 2010-09-23 19:06:38
SR Closed: 2010-12-22 10:19:38
Created By: [REDACTED]
Created By Group: [REDACTED]

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
Dealer Name: [REDACTED]
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2:
City: COLFAX
State / ZIP: NC / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:
Selling Dealer:
Main Phone #:
Main FAX #:
Street Address 1:
Street Address 2:
City:
State / ZIP:
Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]
Buyer Name: PTC
Main Phone #:
Main FAX #:
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: PILOT MOUNTAIN
State / ZIP: NC / [REDACTED]
Country: UNITED STATES

Vehicle / Unit

Chassis Series:
Chassis Number: 012149
Registration #:
VIN / Serial #: 1M1AW09Y4AN [REDACTED]
Model: CXU613

Vehicle / Unit Info

Cab Size: CA68 CON
HP Description: 415
Engine Model: MP8-415C
Engine Make: MACK TRUCKS INC
Truck Model Year: 2010

Other Details

Part #:
Misc Part #: 27AM66
Error Code #:

TMAC / Warranty / Reliability

Claim #: AW77274

Goodwill #:
Tot. Diag Time Appr:
Km / Hr / Mi: 130253
Unit: Mi

Summary

DSR...Fifth Wheel Angle Hardware Issue

Desc./Compl.

Found all 5th wheel mounting bolts loose. Also looks like fifth wheel flange to frame huck bolts at the front of the fifth wheel are loose. See attached pictures. Technician started replacing loose fifth wheel bolts with bolts per VIN, [REDACTED]. Technician noticed that the mounting bolt when ran all of the way down bottomed out on top of a huck bolt. Checked and looked at another similar spec'd unit on the yard for service and found it too also had the mounting bolts sitting on top of the huck bolts. (CXU613,010948.)
Went to customers local terminal and found one unit there with loose mounting bolts also. (CXU613,012155.)

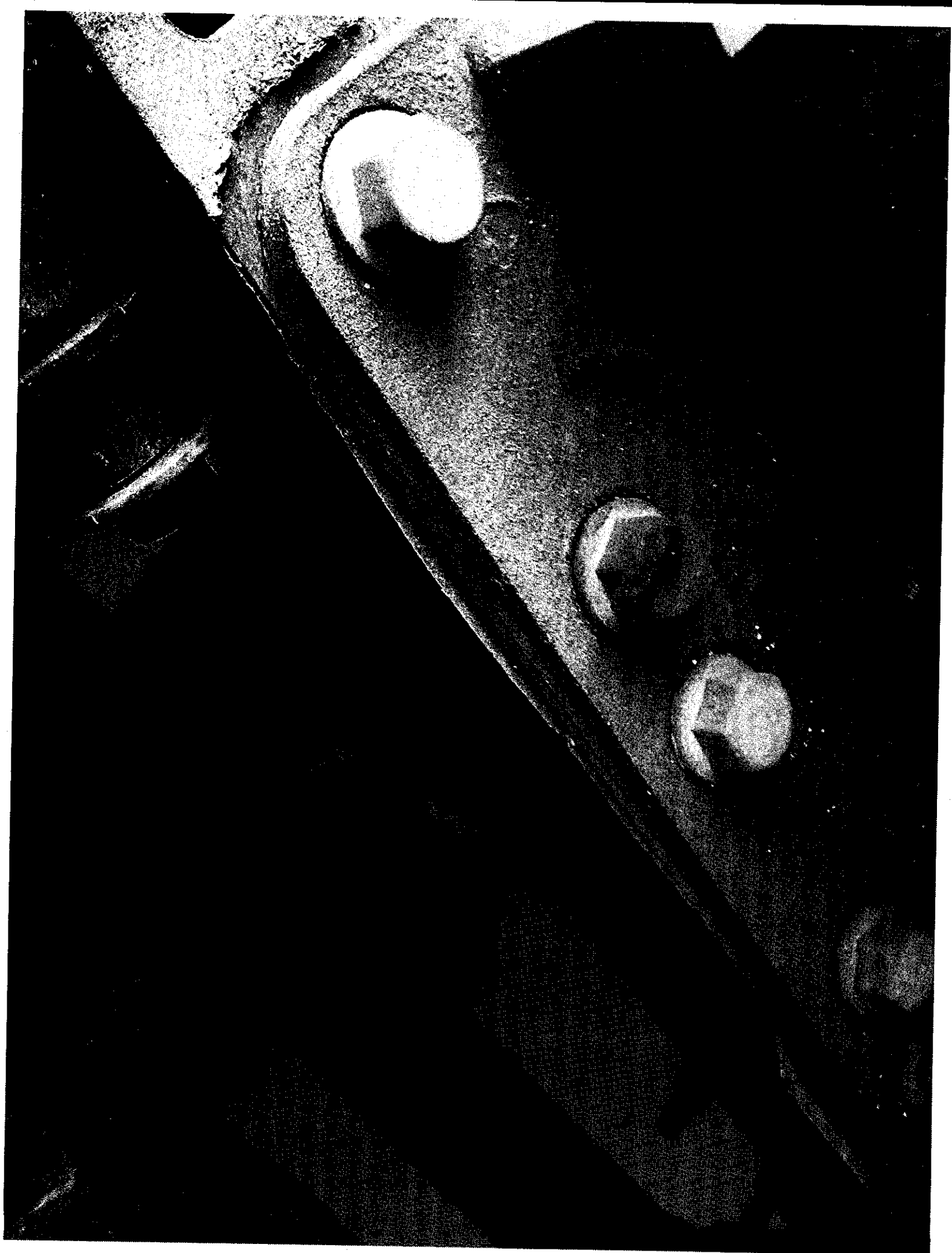
Response

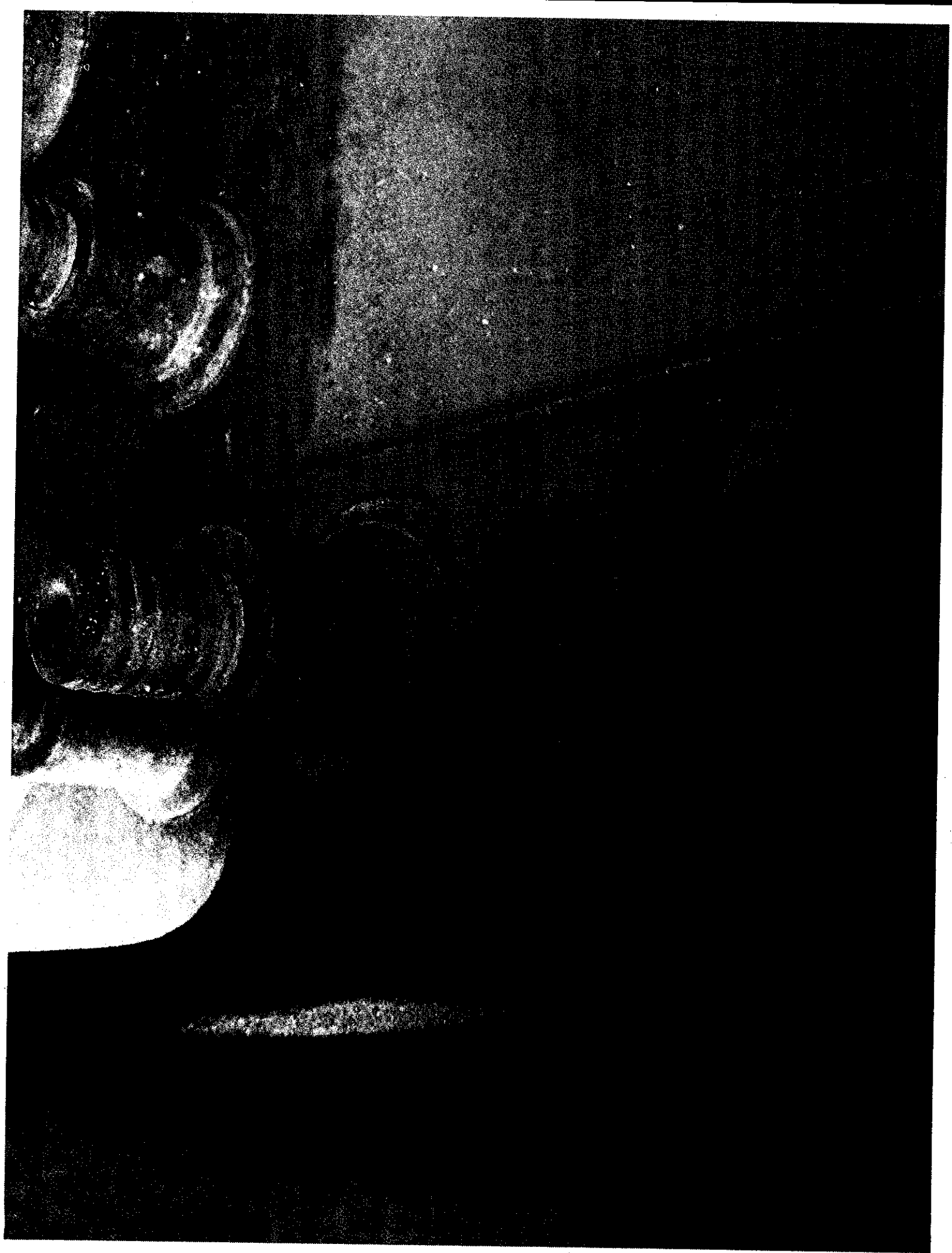
n/a

Please review and advise.

Activity Notes

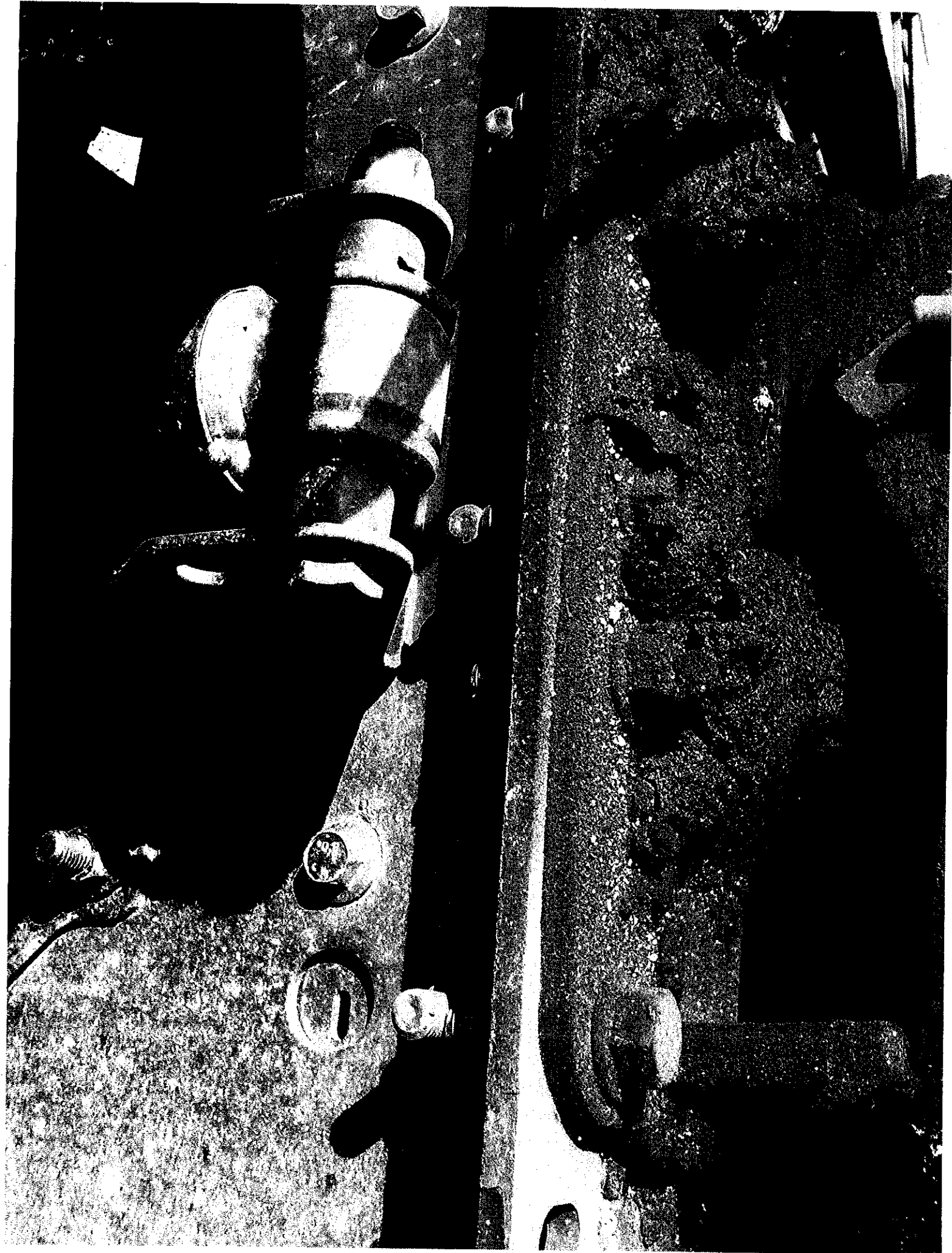
Created	Created By	Activity Type	Description
2010-09-24 11:18:35	RONALD DUNCAN	Web Response	Thanks for the report. Please replace fifth wheel hardware with part # 25189745 flange screw(12ea) and 25093559 nut(12ea) on all units that you currently have at your location.
2010-09-23 19:54:40	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'IMG00919-20100923-1604' has been added.
2010-09-23 19:53:40	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'IMG00915-20100923-1600' has been added.
2010-09-23 19:53:39	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'IMG00914-20100923-1410' has been added.
2010-09-23 19:52:39	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'IMG00910-20100923-1404' has been added.
2010-09-23 19:52:39	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'IMG00913-20100923-1409' has been added.





Air suspension set at factory
Changing ride height will at
angles and may cause drivell
corner component on
adjustment on
service





Service Request Detail Report

SR # 1-1468217391**SR Info**

SR Type: Service issues - Incident
SR Area: Technical

App/Service: technical
Sub Area: DSR (External)
Sub Area 2:

Argus Company: MACK Trucks

SR Classification

Source: Web
Func. Group: 9222-fifth wheel

Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: CHARLES WIEDDER
SR Group: NA - Truck - Technical Support

SR Opened: 2010-10-15 14:52:33

SR Closed: 2010-11-12 13:12:54

Created By: RAYMOND FOGLEMAN

Created By Group:

Customer / Repairing Dealer Info

Call Back Name [REDACTED]
Call Back # [REDACTED]
Contact First Name [REDACTED]
Contact Last Name [REDACTED]
Dealer ID [REDACTED]
Dealer Name [REDACTED]
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: FAYETTEVILLE
State / ZIP: NC / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:
Selling Dealer:
Main Phone #:
Main FAX #:
Street Address 1:
Street Address 2:
City:
State / ZIP:
Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]
Buyer Name: [REDACTED]
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: PILOT MOUNTAIN
State / ZIP: NC / [REDACTED]
Country: UNITED STATES

Vehicle / Unit

Chassis Series:
Chassis Number: 012233
Registration #:
VIN / Serial #: 1M1AW09Y4AN [REDACTED]
Model: CXU613

Vehicle / Unit Info

Cab Size: CA68 CON
HP Description: 415
Engine Model: MP8-415C
Engine Make: MACK TRUCKS INC
Truck Model Year: 2010

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 129,000

Unit: Mi

Accuracy: Actual

GCW:

Location:

Campaign #:

Tot. Diag Time Appr: 0

Unit #:

Tech Rating:

Date of Failure:

Remarks:

Summary

US07 MP8-415C EMP8*932906*F1*H / C638 / BOLTS

Desc./Compl.

On the 5th wheel bolts are to long and hitting the huck
flange coming horizontal out of the frame

Response

No response, closing case.

Activity Notes

Created	Created By	Activity Type	Description
2010-10-18 16:49:56	PETER ZEIGAFUSE	Web Response	got pic's?
2010-10-18 13:07:57	RAYMOND FOGLEMEN	Web Update	with the 5 th wheel bolts hitting do we need to switch them out with a shorter bolt
2010-10-15 16:10:01	CHARLES WIEDDER	Web Response	Raymond what is your question..CW

Document Question 6



Date	Group	No.	Release	Page
1.2011	922	003		1(2)

Fifth Wheel Mounting Hardware

CHU, CXU

FSB 922-003, Fifth Wheel Mounting Hardware

January 2011

Field reports suggest there may be an issue with the fifth wheel mounting hardware on certain CXU and CHU model vehicles. Reports indicate some of the fifth wheel mounting hardware may be contacting the Huck bolts that are used to mount the fifth wheel mounting brackets to the frame. This condition is limited to vehicles having a 266 mm (10.47in). frame rail height. The procedure below describes how to address this issue. Please note; if this issue is found, all fifth wheel mounting hardware must be replaced.

Applicable in vehicles from build date: January 2008 to July 2010.

Required Parts

Qty. (12) 25189745 Flange Screw

Qty. (12) 25093559 Nut

Procedure

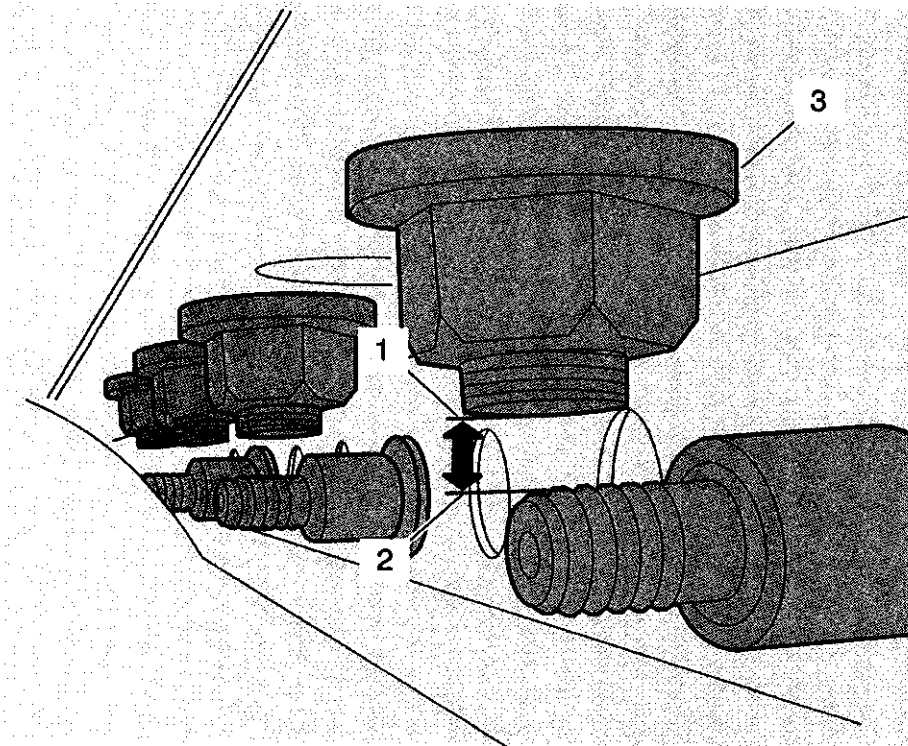
You must read and understand the precautions and guidelines in Service Information, group 90, "General Safety Practices" before performing this procedure. If you are not properly trained and certified in this procedure, ask your supervisor for training before you perform it.

- 1 Park the vehicle on a level surface with the transmission in neutral and wheels chocked.
- 2 Remove all fasteners mounting the fifth wheel to the fifth wheel brackets.

- 3 Install the new fasteners mounting the fifth wheel to the fifth wheel angles and torque to specification below

Note: Torque is 320 Nm $\pm$ 50 Nm (236 ft-lb $\pm$ 37 ft-lb).

Note: Ensure the fifth wheel is aligned properly and has not moved from its original mounting location.



W9062981

Ensure the distance between 1 and 2 is a minimum of 0.5 mm (0.2 in).

3: New hardware

Reimbursement

This repair may be eligible for reimbursement if a product failure was experienced within time and mileage limits of the applicable Warranty coverage. Reimbursement is obtained via the normal claim handling process.	
Claim Type (used only when uploading from the Dealer Bus. Sys.)	W
Labor Code	
Primary Labor Code	1531B-01-80 0.3 hrs.
Causal Part	27AM66

Documents Question 7

QJ 1-1463534961
Documents

Quality Journal Detail Report - Internal - Confidential**QJ # 1-1463534961****Please note! Date format as follows: YYYY-MM-DD**

CXU/CHU 5th Wheel Mounting Hardware Interference

It has been reported to Product Reliability the fifth wheel mounting hardware is making contact with the huck bolts that mount the fifth wheel brackets to the frame on certain variants of CXU and CHU.

Func. Group: 9229-miscellaneous	QJ Phase: Closed with no further action	Created By: [REDACTED]
QJ Type: Quality issues	QJ Milestone (BA):	Total Days:
QJ Area: QJ	Milestone Validation Date:	QJ Opened: 2010-10-04
App/Service: qj		QJ Closed: 2011-01-06
Sub Area:		
Sub Area 2:		
Sub Area 3:		
Argus Company: Volvo 3P Corporation		
Object #:		
Responsible Area / Vehicle Module Team: VMT045 : Transport Adaption		

Unplanned No	QJ Auditor:	QJ Owner: [REDACTED]
Stop/Breakdown:		
Failure Code:	WBS Element/Order #:	QJ Responsible: KEVIN WEISS
First Known Failure:	Safety Issue/BA: No	QJ Requestor: RONALD DUNCAN
Material Available:	Internal QJ/BA: No	

Affected/Impacted Organization

BA/BU	Affected	Impacted	Driving BU
MT	Y	N	N
3P	N	N	Y
PARTS	N	Y	N

Red Card

BA	Red Card
MT	

References

BA	Type	Argus ID	QRS ID	ID	Title	Summary
MTMT	QRS		7582-514	7582-514		Fifth Wheel Mounting Hardware Interference

C-Value(QJ): 19.40625

Penta C-Value:

Priority:

Leading Site: Greensboro	QJ Auditor:	QJ Owner: LESLIE HOWELL
Leading Department:		QJ Responsible: KEVIN WEISS
		QJ Requestor: RONALD DUNCAN

QJ Team

Name	eService User	Role	Description
[REDACTED]		Brand Quality/Customer Satisf	
		QJ Owner	Owner of the QJ
		Aftermarket Parts	
		QJ Requestor	Requestor of the QJ
		QJ Responsible	Responsible Person of the QJ
		Product Development/Designer	Rod Phillips
		Supplier Quality	Ken Jackowski
		Production Part Purchasing	Ron Shelton
		Production Preparation/Manufac	Noah Conner

Investigation Method Investigation found that manufacturing had installed
and Outcome: incorrect fastener for 5th mounting bracket. BOM
specifies correct fastener.

Affected Product

BA	Product Type	Variant
MT	CXU	

Root Cause

BA	Potential Root Cause	Root Cause Responsibility	Problem Cause Initiation	Responsible	Product Type	Variant	Valid
MT	manufacturing had installed incorrect fastener for 5th mounting bracket				CXU		Yes

Recommendation for No Campaign:

Reason for Recommendation for Campaign:

Proposed Solution

BA	Potential Solution	Responsible	Product Type	Variant	Forecasted Effectiveness %	Cost increase/unit	Currency	Valid
MT	Verify production is using correct hardware, issue FSB		CXU		90			Yes

Created Date: 2010-10-04

New: 2010-10-04

KOFF (Kickoff): 2010-10-15

DEC (Decision): 2010-11-05

Status Plan

BA	QJ Phase	Milestone	Original Date
	Describe Problem - 1D	New	
	Assign Team - 2D	Kick-Off (KOFF)	
	Investigate - 4D	Decision (DEC)	2010-11-12
MT	Develop Solution - 5D	Released (REL)	2010-11-15
MT	Implement Solution - 6D	Supplier Ready to deliver to Production (SU-P)	2010-11-15
MT	Implement Solution - 6D	Serial Production Start (SP-S)	2010-11-15
MT	Implement Solution - 6D	Market Prepared (MP)	2010-11-15
MT	Implement Solution - 6D	Market Ready (MR)	2010-11-30
	END	QJ Completed (END)	

Solutions affecting type approved system/component: No

New Part Number

New Part Number	Comment
N/A	No new part number.

Reason for no new part number/traceability: Manufacturing used incorrect bolt. BOM's are correct.

DCN Information

BA	DCN	Comment
MT	D-14521-02	DCN for releasing Technote instructing manufacturing to check for proper gap between bolts.
MT	K-11706-47	DCN added Technote to structure.

PPAP:
QJ Implementation
Comment:

NA: N

Internal Campaign: N
Product Flow NA: N

Supplier --
Warranty
Recovery Date:

Supplier
Warranty
Recovery:

Validate Check Effectiveness

BA	Check Effectiveness OK
MT	

Action Plan - Please note: Date format as follows: YYYY-MM-DD

BA/BU	QJ Phase	Action	Type	Original	Planned Start	Planned/Revised End Week	Planned End	Actual/System Validation	Actual Start	Actual End Week	Actual End	Responsible	Comment	Deviation1	Deviation2	Deviation3
	Describe problem - 1D	First Known Failure	QJ Date													
	Describe Problem - 1D	New	QJ Milestone					2010-10-04		40	2010-10-04					
	Assign Team - 2D (KOFF)	Kick-Off	QJ Milestone					2010-10-19		41	2010-10-15					
	Investigate Decision - 4D	(DEC)	QJ Milestone	2010-11-12				2010-11-12	2010-11-30	44	2010-11-05					
	Implement Solution - 6D	PPAP	QJ Date													
	END	QJ Completed (END)	QJ Milestone													

Internal Comment

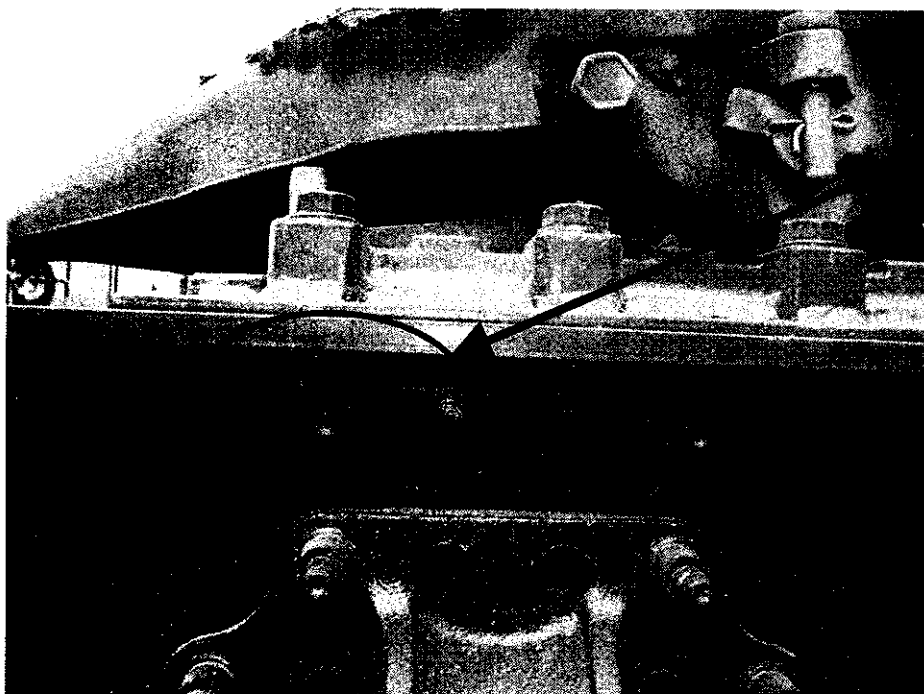
Created	Created By	Activity Type	Comment
2011-01-06	KEVIN WEISS	Internal comment	QJ to be closed since it was determined to be a manufacturing issue.

Engineering Release Notice (ERN)	Location	Change Description	A = Added D = Deleted	W = Was	Document Release Status RELEASED	
					Date	Modification Count

In the 5th wheel mounting area on tractors with low or 266mm frame rails the possibility exists
For the vertical M16 5th wheel mounting bolts to contact the horizontal M14 angle bracket Huck bolts.
The contact is only possible between the threaded portions of the two bolts.

Any contact between these mounting bolts may cause bolted joint failures in the field.

The 5th wheel mounting bolts must be inspected at the factory on all tractors to ensure that there is no such contact.



Bolt
interference.

Minimum clearance between bolts must be 0.5mm. [2]

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Document Title

**ASSEMBLY INSTRUCTION
FIFTH WHEELS MOUTNING**

Document Type

TECHNICAL REQUIREMENT

The legal owner of this document is stated as Design Location in KOLA and in associated Part Version Report

Document No

21645606

Issue Index

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01

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VOLVO

Volvo 3P

Lafon Tim (othy)

From: Dickinson Hugh
Sent: Monday, February 07, 2011 5:06 PM
To: Lafon Tim (othy)
Subject: FW:

Tim,

Per your request. We do utilize all the holes in the fifth wheel to bolt it to our angles and follow the TMC recommendation.

Hugh.

Hugh Dickinson
Volvo 3P
Group Manager, Transport Adaptation/ Fuel, UREA supply
Dept 18854, TC/2
Greensboro, NC, 27409 USA

Telephone: 336 393 3872
E-mail: hugh.dickinson@volvo.com

Quote : "We make a living by what we get, but we make a life by what we give." - **Winston Churchill**

From: Phillips Rodney
Sent: Monday, February 07, 2011 3:27 PM
To: Dickinson Hugh
Subject: RE:

Hugh,

The QJ is QJ 1-1463534961.

Typically only a few of the 5th wheel mounting bolts would actually be in contact due to the fact the the horizontal bolts and the vertical bolts have different spacings and the patterns are not the same.

A stationary 5th wheel will have 10-14 bolts.
A 12" air sliding 5th wheel will have 14-20.
A 24" air sliding 5th wheel will have 18-26.

*Best Regards,
Rod Phillips*

Volvo 3P Greensboro
Transport Adaptation

2/7/2011

1.2 bolt out owner Name.

Duncan Ron

From: Smith Bruce (j)
Sent: Monday, November 08, 2010 3:29 PM
To: Curri Mark; Lafon Tim (othy)
Cc: Duncan Ron; Schlottmann Guenter
Subject: RE: Fifth Wheel Mounting Bolt Issue

Tim, can you call me on this [REDACTED] called and said this situation exists on 30 trucks owned [REDACTED] (not sure of that spelling). Bruce

From: Smith Bruce (j)
Sent: Monday, November 08, 2010 3:17 PM
To: [REDACTED]
Cc: Curri Mark; Lafon Tim (othy)
Subject: RE: Fifth Wheel Mounting Bolt Issue

James,

The following was the response to the SR 1-1459414711 on 9/24/10:

Thanks for the report. Please replace fifth wheel hardware with part # 25189745 flange screw(12ea) and 25093559 nut(12ea) on all units that you currently have at your location.

An FSB (field serv bulletin) will be released with this information in the near future.

Any other questions, let me know.

Bruce

From: [REDACTED]
Sent: Monday, November 08, 2010 11:30 AM
To: Smith Bruce (j)
Cc: Curri Mark; Lafon Tim (othy)
Subject: RE: Fifth Wheel Mounting Bolt Issue

Bruce,

Here is one: SR 1-1459414711.

Thanks.

From: Smith Bruce (j) [mailto:bruce.j.smith@macktrucks.com]
Sent: Monday, November 08, 2010 10:59 AM
To: [REDACTED]
Cc: Curri Mark; Lafon Tim (othy)
Subject: RE: Fifth Wheel Mounting Bolt Issue

James,

2/3/2011

Do you have the SR numbers; just queried the system and couldn't locate the cases. Unless you submitted them to Reliability.

In either case, if you can let us know and we will check on status.

Thanks,
Bruce

From: Curri Mark
Sent: Monday, November 08, 2010 10:45 AM
To: Lafon Tim (othy); Smith Bruce (j)
Cc: [REDACTED]
Subject: FW: Fifth Wheel Mounting Bolt Issue

Could you two respond to James on each issue (investigation, eService cases)? My understanding was this was already investigated.

From: [REDACTED]
Sent: Monday, November 08, 2010 8:52 AM
To: Curri Mark
Subject: Fifth Wheel Mounting Bolt Issue

Mark,

Good morning. The last conversation we had, Mack was investigating the range of vehicles involved, but we have not heard anything else. None of our Eservice cases have had a response. Could you advise where that stands?

[REDACTED]
Colfax, NC
[REDACTED]
[REDACTED] cell

2/3/2011

Duncan Ron

From: Schade Larry
Sent: Thursday, October 28, 2010 1:12 PM
To: Duncan Ron
Subject: RE: TORQUE VALUE ON 5TH WHEELS

Attachments: 8145138.01.1.w[1].pdf



8145138.01.1.w[1]
.pdf (21 KB)

Is this what you're looking for?

Larry

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

From: Duncan Ron
Sent: Thursday, October 28, 2010 11:01 AM
To: Schade Larry
Subject: RE: TORQUE VALUE ON 5TH WHEELS

Good Morning Larry,

The called out value for Volvo is 236 +/- 37 ftlbs. I am told that the Mack is stated on Mack document 8145138. I cannot pull this up in RAPID. Would you please take a look at it and confirm what is on it. Thank you very much...

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

From: Schade Larry
Sent: Thursday, October 28, 2010 10:36 AM
To: Duncan Ron
Subject: FW: TORQUE VALUE ON 5TH WHEELS

Ron,

Here are the 5th wheel torque check results you requested.

Larry

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

From: Patten Dennis
Sent: Thursday, October 28, 2010 8:33 AM
To: Schade Larry
Subject: FW: TORQUE VALUE ON 5TH WHEELS

We check both lines. \

The H-line was right where it was suppose to be.

The G-line was high on one side. We had maintenance adjust the gun downward.

Dennis Patten - Quality Supervisor
Volvo/Mack Trucks Inc.
7000 Alburdis Rd.
Macungie, Pa. 18062

Telephone: 610-966-8883
Telefax: 610-966-8747

E-mail: dennis.patten@volvo.com

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

From: Dennis Patten [mailto:dennis.patten@volvo.com]
Sent: Thursday, October 28, 2010 3:29 AM
To: Patten Dennis
Subject:

This E-mail was sent from "RNPC102EF" (MP 2000/LD320d).

Scan Date: 10.28.2010 07:29:15 (+0000)

Patten Dennis

From: Schade Larry
Sent: Tuesday, October 26, 2010 2:29 PM
To: Patten Dennis
Subject: 5th Wheel Mtg Bolts
Dennis,

Please have Tom (or whoever is doing torque these days) check a few 5th wheel mounting bolts and let me know what they're being torqued at? I'd have him sample both lines if possible.

Thanks,

Larry

H line 198-213 lbs.

G line 216 - 256 lbs

SHOULD BE READING 200/210

ADJUSTED GUN DOWNWARD

10/26/2010

Duncan Ron

From: Ebling Jeffrey
Sent: Wednesday, September 29, 2010 8:21 AM
To: Schade Larry
Cc: Schlottmann Guenter; Duncan Ron; Krause Jeff
Subject: RE: Fifth Wheel Bolts

Larry,

My research shows that CXU613-012149 was built with 5th wheel mounting BOM 1RFA783P3. I find that 1RFA783P3 was revised once in Nov 2006 but the fastener (2AM66) did not change.

Jeff Ebling

RPT: SWR08 SPECIFICATION HISTORY FILE PAGE 03
 GSO: 55830 MODEL: CXU613 DATE 09/29/10 07:57
 QTY: 009 PURGE DATE: 11/16/11

ARRANGEMENT	DESCRIPTION	B/M CODE	A/R	PC	UM	CG
173QLA363M6	FRAME MODIF-SIDERAIL CU	01			01	
173QLA413M5	FRAME MODIF-SIDERAIL CU	01			01	
173QLA413M6	FRAME MODIF-SIDERAIL CU	01			01	
173QLA428M	FRAME MODIF-SIDERAIL CU	01			01	
173QLA428M2	FRAME MODIF-SIDERAIL CU	01			01	
173QLA428M3	FRAME MODIF-SIDERAIL CU	01			01	
173QLA428M4	FRAME MODIF-SIDERAIL CU	01			01	
181QLA79	CROSSMEMBER ARRGT, INTE	01			01	
204QLA78	REAR XMBR	01	01			
281QLA78P2	1ST XMBR B.O.CAB	01		01		
353QLA77	REAR FRAME:SUSP.FRONT X	01			01	
355QLA76P5	REAR FRAME:SUSP.CENTERL	01			01	
1RFA783P3	FIFTH WHEEL	01	01			
9RFA780P13	FIFTH WHEEL BRACKET ARR	01			01	

From: Schade Larry
Sent: Tuesday, September 28, 2010 4:39 PM
To: Ebling Jeffrey
Cc: Schlottmann Guenter; Duncan Ron; Krause Jeff
Subject: RE: Fifth Wheel Bolts

Jeff,

Are you able to respond as to when the arrangement was updated?

Thanks,

Larry

2/3/2011

From: Duncan Ron
Sent: Tuesday, September 28, 2010 2:31 PM
To: Schade Larry
Cc: Schlottmann Guenter
Subject: RE: Fifth Wheel Bolts
Importance: High

Larry,

Regarding below investigation. I personally reviewed a unit with correct mounting hardware and a unit built with incorrect hardware at the local dealership here in Greensboro. I looked up both trucks in the Mack systems and verified that both units have the same PID code as well as the same arrangement. The arrangement has been updated, listing correct hardware, thus indicating that an arrangement change took place. We need to identify when this arrangement change took place. Please forward to appropriate individuals.

Thank you

From: Schlottmann Guenter
Sent: Tuesday, September 28, 2010 2:00 PM
To: Duncan Ron
Subject: FW: Fifth Wheel Bolts

FYI.....GPS

From: Schade Larry
Sent: Monday, September 27, 2010 2:42 PM
To: Schlottmann Guenter
Subject: FW: Fifth Wheel Bolts

Guenter,

Please see the investigation below. This truck was built in NRV.

Larry

From: Ebling Jeffrey
Sent: Monday, September 27, 2010 2:27 PM
To: Schade Larry
Cc: Duchala Kevin; Tosh Jonathan; Ream Geoffrey; Moyer Brian; Masters Carl; Krause Jeff; Phillips Rodney; Dickinson Hugh
Subject: RE: Fifth Wheel Bolts

Larry,

If this problem is found in production myself or Carl Masters should be notified.

The truck listed below (CXU-012149, GSO 55830) was built in NRV out of legacy systems. I am not aware of any design (Kola) changes that are underway.

I specifically recall one case in the last couple of months where a similar problem was reported and we found shorter bolts to use. In that case it was a contract option and a protus was issued to Customer Engineering.

Jeff Ebling

2/3/2011

From: Kinter Robert
Sent: Monday, September 27, 2010 1:43 PM
To: Ebling Jeffrey
Subject: FW: Fifth Wheel Bolts

Can you please look at this and get back to Larry?

Thanks,

Rob

From: Schade Larry
Sent: Monday, September 27, 2010 1:36 PM
To: Kinter Robert
Cc: Duchala Kevin; Tosh Jonathan; Ream Geoffrey; Moyer Brian
Subject: FW: Fifth Wheel Bolts

Rob,

What should the production process be when this situation is found? Are you ok with Kevin's direction? Is a design change already being worked?

Larry

From: Duchala Kevin
Sent: Monday, September 27, 2010 8:55 AM
To: Greenhill Richard; Gaumer Christopher; Borger Mark; Butrie Michael; Oberman Alvin; Kemmerer David
Cc: Schade Larry; Tosh Jonathan
Subject: FW: Fifth Wheel Bolts

To All,
Please review these pictures and alert your people to this issue. If you encounter this problem call engineering and do not put bolts in those holes. Be sure to write up the condition.

Thanks, Kevin

From: Schade Larry
Sent: Friday, September 24, 2010 5:08 PM
To: Duncan Ron; Duchala Kevin; Tosh Jonathan
Cc: Bednar Karen
Subject: FW: Fifth Wheel Bolts

Ron,

I am forwarding to Production to investigate the issue.

Karen,

2/3/2011

Please pull the build sheets, the chassis info is at the bottom of this e-mail.

Thanks,

Larry

From: Kinter Robert
Sent: Friday, September 24, 2010 9:21 AM
To: Schade Larry
Cc: Krause Jeff
Subject: FW: Fifth Wheel Bolts

Larry,

Can you take a look at Ron's question and reply?

Thanks,

Rob

From: Duncan Ron
Sent: Friday, September 24, 2010 8:28 AM
To: Kinter Robert
Cc: Schlottmann Guenter
Subject: FW: Fifth Wheel Bolts

Robert,

Please review the photos. I am puzzled as to how this could have been missed at a factory level.
Please advise...

Thank you

From: Howell Leslie
Sent: Friday, September 24, 2010 8:10 AM
To: Duncan Ron
Subject: FW: Fifth Wheel Bolts

Ron,

Are you aware of this?

Les Howell

Quality Manager - Chassis VMT
Volvo 3P III Product Range Management
Desk: (336) 393-2783
Mobile: (336) 457-2423
Email: leslie.howell@volvo.com

2/3/2011

From: Dickinson Hugh
Sent: Friday, September 24, 2010 7:50 AM
To: Howell Leslie; Weiss Kevin; Phillips Rodney
Cc: Peddycord Jeffrey
Subject: FW: Fifth Wheel Bolts

Les, Kevin,

Jeff P forwarded this email string to me and Rod Phillips. Not sure how we should handle this? We will do a technical study to determine root cause.

Rod,

Please research this issue; we need to know the facts.

Thanks Hugh.

Hugh Dickinson
Volvo 3P
Group Manager, Transport Adaptation/ Advanced Calculations
Dept 18854, TC/2
Greensboro, NC, 27409 USA

Telephone: 336 393 3872
E-mail: hugh.dickinson@volvo.com

"I have not failed. I've just found 10,000 ways that won't work". -Thomas A. Edison

From: [REDACTED]
Sent: Thursday, September 23, 2010 6:30 PM
To: Peddycord Jeffrey
Cc: Dickinson Hugh; Phillips Rodney
Subject: RE: Fifth Wheel Bolts

Jeff, I am doing an eservice case right now. I think we found the problem with the fifth wheel mounting bolts. The mounting bolts are sitting on top of the fifth wheel flange huck bolts, so the bolts never tighten all of the way. I went and looked at a similar spec'd customer we happened to have on the yard and verified it has the same issue. Went a step further and went to the customers local terminal and inspected one unit. Same thing. Loose bolts.

See attached pics of the mounting bolts sitting on the huck bolts. There is a pic of the other unit on the yard with the original bolts still and one where we replaced the loose bolts (27AM66) and this is when we noticed the bolt stopping when it hit the huck bolt.

I will update you with the ecase number as soon as I complete it.

[REDACTED]

From: Peddycord Jeffrey [mailto:jeffrey.peddycord@volvo.com]
Sent: Thursday, September 23, 2010 5:59 PM
To: [REDACTED]
Cc: Dickinson Hugh; Phillips Rodney

2/3/2011

Subject: RE: Fifth Wheel Bolts

[REDACTED]
Thanks,
I'll talk to the 5th wheel engineer and manager and we'll see if we can find any common denominators.
How many miles on this?
Did you notify the DSM also? Need to make sure he does not get upset we are getting first hand info.

Rod, Hugh,
I placed the photos on the 642 shared drive under engineers/ Jeff P

Thanks,
Jeff

From: [REDACTED]
Sent: Thursday, September 23, 2010 2:46 PM
To: Peddycord Jeffrey
Subject: Fifth Wheel Bolts

Jeff, got another unit in today with loose flange to frame huck bolts and fifth wheel mounting bolts. As a matter of fact, all of the fifth wheel mounting bolts where loose and you can actually see how much the fifth wheel has shifted. Pretty scary being that this is a gas hauler.

Thought you might be interested in this. Pictures attached.

CXU613,012149

130,249 miles

[REDACTED]
Greensboro, NC [REDACTED]
[REDACTED]

2/3/2011

Topic: Fifth wheel angle bolt torque

QR: 9222Q1-001

Performed by: Cook/Scott

Fifth Wheel to Angle or Mounting plate

Date: 11/03/2010

236+/-37 Lbs

Max. 273 lbs

Min. 154 lbs

Quantity Checked	Lineset	Remark	OK	NOK	Points
1	V101101032	Left 140, 140, 120, 170, 150			15
		Right 250, 230, 200, 230, 210			
2	V101101068	Left 180, 180, 180, 230			
		Right 240, 200, 260, 180			
3	V101101062	Left 250, 240, 210, 200			
		right 230, 230, 200, 170			
4	V101101071	Left 250, 240			
		right 240, 240			
5	V101101003	Left 230, 210, 220, 290			
		Right 210, 210, 180, 220			
6	V101025040	Left 250, 250, 250, 240			
		Right 220, 250, 240, 250			
7	V101102041	Left 240, 240, 185, 260, 260, 200, 220			
		right 230, 240, 200, 210, 240, 220, 220			
8	V101101045	Left 200, 170, 130, 210, 180			5
		Right 240, 250, 200, 240, 230			

9	V101102076	Left 155, 210, 230			
		Right 240, 250, 240			
10	V101028042	Left 240, 180, 150, 200, 60			10
		Right 210, 200, 200, 220, 160			

NRVQ-027

Rev 00

4/24/2008

Duncan Ron

From: Schlottmann Guenter
Sent: Tuesday, September 28, 2010 2:01 PM
To: Schade Larry
Cc: Buchinsky Stephen; Duncan Ron; Krell Roy; Jolin Elizabeth; Noga Thomas
Subject: RE: Fifth Wheel Mounting

Good to hear.

We'll inform those involved and move to the next issue at hand.....GPs

From: Schade Larry
Sent: Tuesday, September 28, 2010 1:31 PM
To: Schlottmann Guenter
Cc: Buchinsky Stephen; Duncan Ron; Krell Roy; Jolin Elizabeth; Noga Thomas
Subject: RE: Fifth Wheel Mounting

Guenter,

I'm not aware of any additional 5th wheel issues. Since this chassis was built in NRV, I'm not exactly sure what you're asking? I checked the torque tools in place on both chassis lines and they have recently passed their normal calibration in the timing as scheduled.

Larry

From: Schlottmann Guenter
Sent: Monday, September 27, 2010 2:34 PM
To: Schade Larry
Cc: Buchinsky Stephen; Duncan Ron; Krell Roy; Jolin Elizabeth; Noga Thomas
Subject: RE: Fifth Wheel Mounting

In order to satisfy our Corporate Compliance Officer that there are manufacturing controls in place, are you stating there are no issues within MMD Manufacturing that would lead us to believe there are additional concerns related to fifth wheel installation and any loose bolts ?.....GPS

From: Schade Larry
Sent: Monday, September 27, 2010 1:10 PM
To: Schlottmann Guenter
Cc: Buchinsky Stephen; Duncan Ron; Krell Roy; Jolin Elizabeth; Noga Thomas
Subject: RE: Fifth Wheel Mounting

Guenter,

The ISO process in place tracks specific tools that are designated for specific joints. The tools are monitored on a routine basis depending on their "criticality". Which tools fall under which process is what we are working with PD to establish. Currently, they are grouped based on manufacturing judgment. Work instructions are directed from the IE/ME's onto the technician's BR101.

Larry

From: Noga Thomas

2/3/2011

Sent: Monday, September 27, 2010 11:05 AM
To: Schlottmann Guenter; Schade Larry
Cc: Buchinsky Stephen; Duncan Ron; Krell Roy; Jolin Elizabeth
Subject: RE: Fifth Wheel Mounting

Guenter,

I will request that Larry respond to that .

Tom

Thomas P. Noga
Customer Satisfaction
Chief Projects Manager
North American Trucks
Phone: 610-966-8009
Cell: 484-695-0632

From: Schlottmann Guenter
Sent: Monday, September 27, 2010 10:55 AM
To: Noga Thomas
Cc: Buchinsky Stephen; Duncan Ron; Krell Roy; Jolin Elizabeth
Subject: FW: Fifth Wheel Mounting

Need confirmation that there are ISO process and work instructions in place for any operator responsible for this installation.....GPS

From: Noga Thomas
Sent: Monday, September 27, 2010 9:52 AM
To: Schlottmann Guenter
Cc: Marsh Wes (ley); Duncan Ron; Kinter Robert; Schade Larry; Ream Geoffrey
Subject: RE: Fifth Wheel Mounting

Guenter,

Tooling is ok....units that were available when this issue first came up were checked by MAC QC prior to shipping from Iron Tiger and found to be in the torque range of 170 to 190 ft. lbs.

Personally think that the operator was not waiting until gun shut-off completely.....was looked into but cannot determine due to changes in operators. I would accept trucks in red.

Tom

Thomas P. Noga
Customer Satisfaction
Chief Projects Manager
North American Trucks

2/3/2011

Phone: 610-966-8009

Cell: 484-695-0632

From: Schlottmann Guenter
Sent: Monday, September 27, 2010 9:40 AM
To: Noga Thomas; Kinter Robert
Cc: Marsh Wes (ley); Duncan Ron
Subject: FW: Fifth Wheel Mounting

Are there any issues with installation or tooling at MMD ?.....GPS

From: Duncan Ron
Sent: Friday, September 24, 2010 11:04 AM
To: Mike Laughead; Bunch Mark
Cc: Weiss Kevin; Peddycord Jeffrey; Dickinson Hugh; Phillips Rodney; Schlottmann Guenter; James Bland
Subject: RE: Fifth Wheel Mounting

Mike,

I will be researching on my end to determine the trucks affected. Please proceed with repair under warranty.
Thank you...

From: [REDACTED]
Sent: Friday, September 24, 2010 11:04 AM
To: Duncan Ron; Bunch Mark
Cc: Weiss Kevin; Peddycord Jeffrey; Dickinson Hugh; Phillips Rodney; Schlottmann Guenter; James Bland
Subject: RE: Fifth Wheel Mounting

Ron is there a way to identify what trucks this fix may be required on?

We know for a fact that we currently have two different customers with this issue. Should the repairs be run through [REDACTED] as "goodwill" or a warrantable repair?

Thanks for the swift action decision.

Mike

From: Duncan Ron [mailto:ron.duncan@volvo.com]
Sent: Friday, September 24, 2010 10:49 AM
To: [REDACTED]
Cc: Weiss Kevin; Peddycord Jeffrey; Dickinson Hugh; Phillips Rodney; Schlottmann Guenter
Subject: RE: Fifth Wheel Mounting
Importance: High

Thanks [REDACTED]

Please move forward in getting the correct hardware that you identified, 25189745 flange screw(12ea) and 25093559 nut(12ea) to address the trucks you have on site.

All trucks with the incorrect hardware will need to be addressed accordingly. Once again, I appreciate your time, input, and pro-active approach regarding this issue.

Regards...

From: [REDACTED]
Sent: Friday, September 24, 2010 10:19 AM
To: Duncan Ron
Subject: Fifth Wheel Mounting

2/3/2011

All of the units in RED are the units that the customer has found overnight with loose fifth wheel mounting bolts.

496	Mt. Airy	1M1AW09Y59N
498	Doraville	1M1AW09Y79N
500	N. Augusta	1M1AW09Y99N
502	Knoxville	1M1AW09Y09N
504	Spartanburg	1M1AW09Y79N
506	Knoxville	1M1AW09Y99N
508	N. Augusta	1M1AW09Y09N
510	N. Augusta	1M1AW09Y29N
512	Wytheville	1M1AW09Y49N
514	Tampa	1M1AW09Y69N
518	Doraville	1M1AW09YX9N
520	Tampa	1M1AW09Y19N
522	Tampa	1M1AW09Y39N
524	Spartanburg	1M1AW09YX9N
526	Spartanburg	1M1AW09Y19N
528	Selma	1M1AW09Y39N
530	Tampa	1M1AW09Y59N
532	N Augusta	1M1AW09Y39N
534	Knoxville	1M1AW09Y59N
536	Charlotte	1M1AW09Y79N
538	Charlotte	1M1AW09Y99N
544	Doraville	1M1AW09Y49N
546	Doraville	1M1AW09Y69N
550	Doraville	1M1AW09YX9N
552	Charlotte	1M1AW09Y6AM
556	Charlotte	1M1AW09Y0AN
558	Montvale	1M1AW09Y2AN
562	Montvale	1M1AW09Y6AN
564	Selma	1M1AW09Y8AN
566	Selma	1M1AW09YXAN
568	Greensboro	1M1AW09Y1AN
570	Charlotte	1M1AW09Y3AN
?	?	1M1AW09Y5AN
572	Montvale	1M1AW09Y9AN
574	Montvale	1M1AW09Y0AN

576	Montvale	1M1AW09Y2AN	
578	Allison	1M1AW09Y9AN	
580	Allison	1M1AW09Y0AN	
582	Charlotte	1M1AW09Y2AN	
584	Selma	1M1AW09Y4AN	
586	Selma	1M1AW09Y6AN	
588	Montvale	1M1AW09Y8AN	
590	Selma	1M1AW09YXAN	
100	Allison	1M1AW09Y0BM	
102	Allison	1M1AW09Y2BM	
104	Allison	1M1AW09Y4BM	
106	Allison	1M1AW09Y6BM	
108	Allison	1M1AW09Y4BM	
110	Allison	1M1AW09YXBM	
112	Allison	1M1AW09Y1BM	
114	Allison	1M1AW09Y3BM	
116	Allison	1M1AW09YXBM	
122	Montvale	1M1AW02Y3BM	
124	Montvale	1M1AW02Y5BM	
126	Montvale	1M1AW02Y7BM	
128	Montvale	1M1AW02Y9BM	
122	Montvale	1M1AW02Y3BM	

Also it looks like the part number 2518974 for the bolt goes to a 27AM128 also.

Thanks for the help,

Greensboro, NC

**Fifth Wheel Bolt Investigation
Document**

Lafon Tim (othy)

From: Roch J. Shipley [rjshipley@proaaci.com]

Sent: Tuesday, February 08, 2011 5:02 PM

To: Lafon Tim (othy)

Subject: Fifth Wheel Bolts Summary

Approximately 72 fifth wheel bolts from 11 different trucks were received on December 10, 2010.

Head markings indicated that all were manufactured to grade 10.9 SAE J1199. Head markings also indicated two manufacturers.

A few of the bolts appeared to be stretched / necked (decrease in diameter). This indicates that the strength of the bolt material was exceeded.

Three bolts were evaluated in the metallurgical laboratory. These bolts were selected to represent both manufacturers and a stretched and two not-stretched bolts.

Rockwell C scale hardness is correlated with tensile strength. All of the bolts had R_C hardnesses at the higher end of the required range, i.e. 33 – 39 R_C required, 36 – 38 R_C test results.

All of the bolts also had the required metallurgical microstructure, i.e. tempered martensite.

The alloy chemical compositions were also checked and found to be consistent with SAE J1199.

In summary, these results indicate that stretching / loosening of these bolts cannot be explained by lack of strength or other deficiency.

The above is intended to be a brief overview and summary. Please do not hesitate to let me know if additional detail (e.g. photographs) is needed.

Best regards.

R

Roch J. Shipley, PhD, FASM, PE
Principal Engineer
630-466-4040 main no.
630-466-4107 direct
630-404-0030 cell

Professional Analysis and Consulting, Inc.
43W752 US Highway 30, Suite 2F
Sugar Grove, IL 60554



Please consider the environment before printing this e-mail

Let us never negotiate out of fear. But let us never fear to negotiate.
John F. Kennedy, January 20, 1961.

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