

GREAT DANE

SERVICE BULLETIN



DATE: February 23, 2004

SERVICE BULLETIN #378

**TO: All Service, Parts and Branch Managers
Great Dane Branch and Dealers**

FROM: Tom Langanfeld – Customer Service Supervisor

**SUBJECT: Webb "Platinum Series" Brake Drum Recall
NHTSA Recall # 04E-092**

This bulletin is to advise you that Webb Wheel Products, Inc. will be conducting a NHTSA recall on trailers built with "Platinum Series" brake drums per the attached information. Great Dane has provided Webb with customer name, address and trailer VIN information. When the customer presents a recalled trailer and notification to you, you should perform the inspection as directed and contact Webb at 1-800-633-3256 for payment authorization. If after your review should you have any questions concerning this matter you may contact Great Dane Customer Service at 1-877-369-3493.



Webb Wheel Products, Inc. • 2245 Industrial Drive, E. • Eastman, Alabama 36025

Dear Valued Customer:

The National Highway Traffic Safety Administration (NHTSA) has approved a voluntary recall of our Platinum Series Brake Drums. Records from your OEM supplier indicate that your company purchased Platinum drums during the time period defined. We would appreciate your assistance in implementing this recall. Enclosed are the following documents:

- Recall Notice
- Vehicle Inspection Procedure
- Reimbursement for Inspecting
- Reimbursement for Removing and Replacing

Brake drum included in this recall were produced between January 2001 to September 2002 of the following part numbers:

- 60528B
- 60545B
- 60672B
- 60864B
- 60875B
- 60893B
- 60895B

Please check your vehicles or inventory for any affected drums. If you have drums in the suspect date range, please follow the instructions in the enclosed Vehicle Inspection Procedure. In the event no affected drums are found, please respond to that effect to aid us in tracking progress.

The safety and integrity of our product is important to us. That is why we are issuing this voluntary recall of our Platinum Series Brake Drums. If you have any questions or need additional information, please call us at 1-800-633-3256.

Sincerely,

Kent Finkbriner
Director of Marketing and OEM Sales



Webb Wheel Products, Inc. • 2310 Industrial Drive, S.W. • Collins, Alberta T3085

**SAFETY RECALL NOTICE TO VEHICLE OWNERS
JANUARY 2004**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act:

Reasons for this recall:

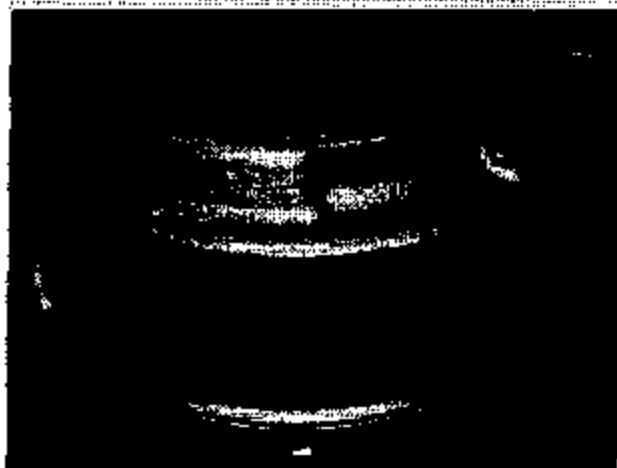
Webb Wheel Products, Inc., has decided that a defect which relates to motor vehicle safety exists in its "Platinum Series" brake drums. This decision was based on a higher than expected warranty return rate suggesting the potential for increased brake drum failure with these drums.

The consequences of this can cause:

1. Premature cracking of the braking surface resulting in the following:
 - a. Reduction or complete loss of braking on that wheel end.
 - b. Loss of brake drum pieces resulting in further damage.
2. Excessive runout of the braking surface causing cam rollover resulting in the loss of braking on that wheel end.

"Platinum Series" brake drum cast date codes covered in this recall:

Cast date codes from 017-01 to 273-02 (Julian style date) are covered in this recall. Reference Figures 1 & 2 for cast date location.





What you should do:

You should inspect your vehicles and inventory for "Platinum Series" brake drums with suspect cast date codes as described above. Drums found with cast date codes covered in this recall should be returned to Webb immediately on a Return Goods Order. For return instructions call:

Christy Rusk
(256) 739-6660 - Office
(256) 775-7540 - Direct
(800) 633-3256 - Toll Free
crusk@webbwheel.com

What we will do:

1. Webb Wheel will supply inspection instructions (See inspection procedure).
2. Webb Wheel will pay for inspection of the vehicles. We will pay .15 hours, at your shop rate, per drum for the inspection.
3. Webb Wheel will pay for the removal of the "Platinum Series" drums. We will pay .25 hours, at your shop rate, per drum for removal. This includes removal of the disc wheel(s).
4. Webb Wheel will pay for reinstallation of the "Platinum Series" drums if they are acceptable for further use, or the installation of new replacement drums. We will pay .25 hours, at your shop rate, per drum for installation. This includes all maintenance required to reinstall the brake drum and disc wheel(s).
5. Where vehicles have "Platinum Series" drums that are not acceptable for reuse, we will pay a one time allowance of \$105.00 (freight allowance included) per brake drum for the purchase of a replacement brake drum.

We are sorry to cause you this inconvenience and appreciate your cooperation.
Sincerely,

John C. Hall
V.P. Engineering



January 7, 2004

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VEHICLE INSPECTION PROCEDURE

The following procedure should be used to check vehicles that are equipped with "Platinum Series" brake drums:

STEP 1. Check Vehicle.

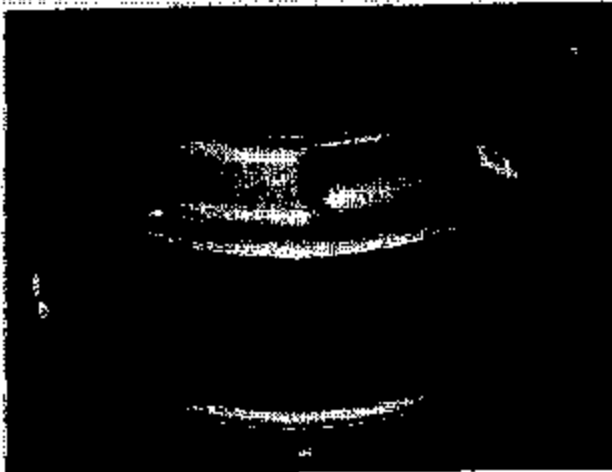
Check the vehicle to verify that it has (1) or more "Platinum Series" brake drums installed. Locate and record the vehicle VIN number (see attached form(s) and photo). If the vehicle does not have any "Platinum Series" brake drums on it, the vehicle can be returned to service after placing a blue dot (sticker) on the VIN number plate.

STEP 2. Check cast date code.

If the vehicle contains (1) or more "Platinum Series" brake drums, check the cast date code on each drum to determine if it is one of the cast date codes covered in this recall.

"Platinum Series" brake drum cast date codes covered in this recall:

Cast date codes from 017-01 to 273-02 (Julian style date) are covered in this recall. Reference Figures 1 & 2 for cast date location.



If the "Platinum Series" brake drum is not one of the cast date codes covered in this recall, then the vehicle can be returned to service after placing a blue dot (sticker) on the VIN number plate.

If the "Platinum Series" brake drum is one of the cast date codes covered in this recall, then STEP 3.



STEP 3. If the vehicle contains (1) or more "Platinum Series" brake drums, remove and check each drum as follows:



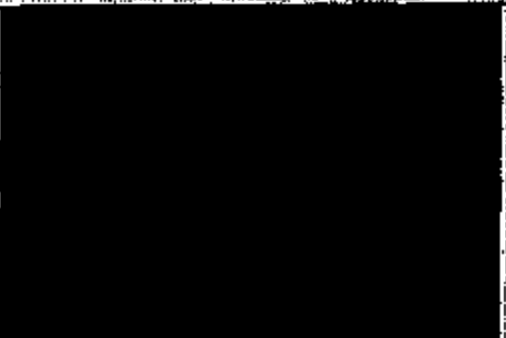

Clean and inspect each "Platinum Series" brake drum. To be suitable for further service, the brake drum should pass the following checks.

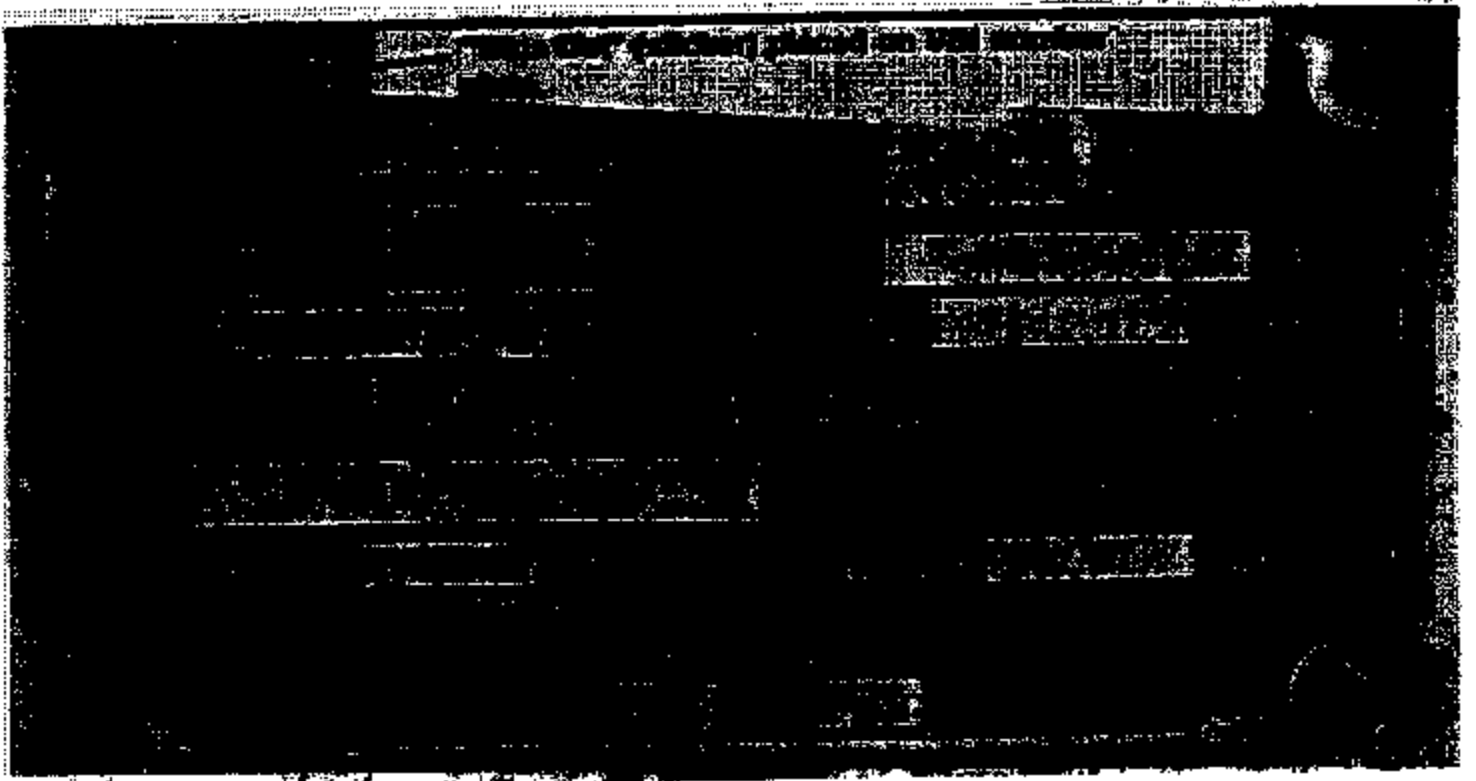
- a. The brake surface should be free of excessive heat checks (medium & heavy heat checks) (see page 3).
- b. The brake surfaces should be free of cracks (see page 3).

If the brake drum(s) is (are) free of excessive heat checks or cracks, the vehicle can be returned to service after placing a blue dot (sticker) on the VIN number plate.

If any of the above conditions are not met, the brake drum should be replaced before returning the vehicle to service after placing a blue dot (sticker) on the VIN number plate. Failure to replace the brake drum will result in an unreliable braking system. Do not turn or resurface the braking surface. Adhere to all proper maintenance practices and procedures during the inspection.

BRAKE SURFACE CONDITION

EXAMPLE	PROBLEM	SOLUTION
	Light Heat Checks	Does not impair brake performance. Return brake drum to service.
	Medium Heat Checks	Replace brake drum.
	Heavy Heat Checks	Replace brake drum.
	Cracked Brake Drums	Replace brake drum.





**REIMBURSEMENT FOR INSPECTING "PLATINUM SERIES"
BRAKE DRUMS ON VEHICLES**

To obtain a reimbursement for checking non-defective drums on vehicles, contact Christy Rusk Amy Williamson at 1-800-633-3256 or fax to 256-739-6246 for any questions regarding this policy.

1. MAKE OF VEHICLE _____ YEAR _____
2. VEHICLE VIN # _____
3. MILEAGE _____
4. PART NUMBER OF "PLATINUM SERIES" BRAKE DRUM _____
5. CAST DATE CODES _____
6. VEHICLE OWNER'S NAME _____
7. REPAIR LOCATION OR DEALER NAME _____
8. PHONE NUMBER / FAX NUMBER _____

To demonstrate the work has been completed, the above information must be returned to Webb along with the documentation of the work order. Webb will reimburse you for up to .65 hours maximum labor per drum at your current shop labor rates. This includes all the maintenance required to remove the disc wheel(s) and the brake drum, inspect the brake drum, and reinstall the brake drum and disc wheel(s) using proper maintenance procedures.



**REIMBURSEMENT FOR REMOVING AND REPLACING "PLATINUM SERIES"
BRAKE DRUMS ON VEHICLES**

To obtain a reimbursement for removing and replacing drums on vehicles, contact Christy Rnak or Amy Williamson at 1-800-633-3256 or fax to 256-739-6246 for any questions regarding this policy.

1. MAKE OF VEHICLE _____ YEAR _____
2. VEHICLE VIN # _____
3. MILEAGE _____
4. PART NUMBER OF "PLATINUM SERIES" BRAKE DRUM _____
5. CAST DATE CODES _____
6. VEHICLE OWNER'S NAME _____
7. REPAIR LOCATION OR DEALER NAME _____
8. PHONE NUMBER / FAX NUMBER _____
9. RETURN AUTHORIZATION NUMBER _____

- Webb will give you a return authorization number for the "Platinum Series" brake drums being replaced.
- The owner or dealer should replace the "Platinum Series" brake drums per the Vehicle Inspection PROCEDURE dated 1/7/04 and return them to Webb within 60 days freight collect by Overnight.
- To demonstrate the work has been completed, the "Platinum Series" brake drum(s) must be returned to Webb and the above information must be returned to Webb along with the documentation of the work order. Webb will reimburse you for up to .65 hours maximum labor per drum at your current shop labor rates. This includes all the maintenance required to remove the disc wheel(s) and the brake drum, inspect the brake drum, and reinstall the brake drum and disc wheel(s) using proper maintenance procedures. A one time allowance of \$105.00 (freight allowance included) per brake drum will be reimbursed for the purchase of a replacement brake drum.