



Tom Van Susteren

06/01/2005 10:27 AM

To: <Dealers with trucks affected by the
Holland Neway transverse beam
recall>

cc:

Subject: Holland Neway transverse beam recall

Holland Neway is a manufacturer of products for coupling, lift and suspension systems for trucks, buses, motorhomes, tractors and trailers. It has been determined that a component called a transverse beam on the air ride suspension of the rear axles may fracture under normal loads. If a casting breaks when the vehicle is traveling on a roadway there is the potential for pieces of the casting to become projectiles and the suspension's transverse beam may drop down low enough to contact the road surface creating sparks and potentially a fire. Holland Neway has filed a safety recall with NHTSA and contacted Pierce with serial numbers of defective beams delivered to Pierce.

You are receiving this communication because our records show that there are affected vehicle(s) in your territory. There is an Adobe Acrobat file attached with a list of trucks in your sales/service territory. Also please find the Dealer letter you will receive by 1st Class Certified mail per NHTSA directive and a copy of the letter sent to the customer five days after you receive this e-mail notification.

attach XXXXX truck list.pdf



Tri Lingual Procedure Manual from Holland Neway.



05V-220 Customer Notification Letter 6-11-05.pc



05V-220 Dealer Notification 06-02-05.pd

Attached also please find the Holland Neway ***Transverse Beam Replacement and Return Procedure Manual***. This is to be used instead of a Pierce Service Bulletin or work instructions. Please pay particular attention to the return procedure. **It is clearly important not to destroy the shipping carton or pallet the new parts came in because the old parts must be returned to Holland.**

The transverse beams are big heavy truck parts. The replacement procedure is only suitable for a heavy truck shop. A torque wrench with a 600 pound capacity is required. The beams will come two to a pallet weighing hundreds of pounds. Please advise me by e-mail where you want the parts shipped for the trucks you will repair or arrange to have repaired. We want to keep handling to a minimum. Please advise as soon as possible as Holland Neway is starting to make the parts available June 06. There is going to be significant demand for the initial inventory and a burden placed on Holland Neway shipping departments and their carriers to move the parts. The parts will be drop shipped from Holland Neway and returned parts returned also by their carrier.

The work instructions state that Holland recommends 1.5 hours for each axle, but Pierce warranty is paying actual time for this repair. Pierce will administrate the warranty for this recall. The Campaign designation is 74B136.

Tom Van Susteren
Pierce Manufacturing
Customer Service-Field Upgrades and Recalls