

VEHICLE RECALL

G-05512

July 2005

SUBJECT: SAFETY RECALL (U.S., EXPORT)

**Holland USA (Neway) AD Series Rear Air
Suspension Systems on certain 5000 and 9000
Series Models built 1/6/2004 thru 1/27/2005**

DEFECT DESCRIPTION

Transverse suspension beam castings were not manufactured to specification and may fracture under normal loads. If a casting breaks while in transit, there is the potential for pieces of the casting to become projectiles and the beam may come in contact with the road surface causing sparks that could ignite a fire. This could result in a **vehicle crash without warning** possibly resulting in **property damage, personal injury or death.**

MODELS INVOLVED

This Safety Recall involves 5600*i*, 5900*i*, 9200*i*, 9400*i*, 9900*i* and 9900*ix* models vehicles built between 1/6/2004 and 1/27/2005 with Holland USA (Neway) AD Series Rear Air Suspension Systems.

PARTS INFORMATION

The parts required for this recall are:

Refer to the lineset ticket; vehicles with the following feature codes:

<i>Feature Code</i>	<i>Kit Quantity</i>
14UKR	2
14UKU	2
14UKV	2
14UKX	2
14UKY	2
14VKD	3

Table 1 – 46K & 69K T-Beam Kit Quantities

Require the following part:

Part Number	Part Description	Quantity
8900178R91	Recall Service Kit, T-Beam, 46K & 69K	2 or 3 as described in Table 1

Refer to the lineset ticket; vehicles with the following feature codes:

<i>Feature Code</i>	<i>Kit Quantity</i>
14TBC	1
14VKA	2
14VKB	2
14VKC	2
14VKE	3

Table 2 – 26K, 52K & 78K T-Beam Kit Quantities

Require the following part:

Part Number	Part Description	Quantity
8900179R91	Recall Service Kit, T-Beam, 26K, 52K & 78K	1, 2 or 3 as described in Table 2

ALL REMOVED TRANSVERSE BEAM (T-BEAM) ASSEMBLIES ARE TO BE RETURNED TO HOLLAND USA.

INSTRUCTIONS ARE INCLUDED AT THE END OF THE T-BEAM REPLACEMENT
PROCEDURE DOCUMENT.

***DO NOT RETURN THE T-BEAM ASSEMBLIES TO INTERNATIONAL--
RETURN THEM TO HOLLAND USA.***

SERVICE PROCEDURE



WARNING:

TO PREVENT SERIOUS EYE INJURY, ALWAYS WEAR SAFE EYE PROTECTION WHEN YOU PERFORM VEHICLE MAINTENANCE OR SERVICE.



WARNING:

TO PREVENT UNEXPECTED MOVEMENT OF THE VEHICLE AND POSSIBLE SERIOUS PERSONAL INJURY OR DEATH, BLOCK THE WHEELS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS.

TRANSVERSE BEAM (T-BEAM) INSPECTION PROCEDURE

Only inspect vehicles built between 1/1/2005 and 1/27/2005. Do not inspect vehicles built BEFORE 1/1/2005. All vehicles built between 1/6/2004 and 1/1/2005 require T-Beam replacement.

Please follow the attached T-Beam inspection procedure (if applicable) to determine if replacement is required.

INSPECTION PROCEDURE

TRANSVERSE BEAM (T-BEAM) REPLACEMENT PROCEDURE

Instructions to replace the T-Beam are included in each part kit as well as attached to the end of this document. Please refer to them for the proper T-Beam replacement procedure.

Please click on the following link to review the instructions:

REPLACEMENT PROCEDURE

END OF SERVICE PROCEDURE

LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-05512-1	<i>Perform T-Beam INSPECTION Procedure 1 axle only.</i>	0.5 hr
A40-05512-2	<i>Perform T-Beam INSPECTION Procedure 2 axle only.</i>	1.0 hr
A40-05512-3	<i>Perform T-Beam INSPECTION Procedure 3 axle only.</i>	1.5 hr
A40-05512-4	<i>Perform T-Beam Replacement on 1 axle only.</i>	1.5 hr
A40-05512-5	<i>Perform T-Beam Replacement on 2 axles only.</i>	3.0 hr
A40-05512-6	<i>Perform T-Beam Replacement on 3 axles only.</i>	4.5 hr

Labor for inspection on vehicles built before 1/1/2005 will be *rejected* if filed on the warranty claim.

Vehicles built before 1/1/2005 automatically qualify for T-Beam replacement and DO NOT require the inspection.

Vehicles built AFTER 1/1/2005 require the inspection to be performed on each axle. If an inspected axle requires replacement, please file one (1) inspection labor operation (1, 2, or 3 axles inspected) and one (1) Replacement labor operation (1, 2, or 3 axles replaced).

CAMPAIGN IDENTIFICATION LABEL

*Each vehicle corrected in accordance with this campaign **must be** marked with a CTS-1075 Campaign Identification Label.*

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.

DO NOT REMOVE
INTERNATIONAL
Campaign No.
VIN
Eng.#
COMPLETED
Service Location Code #
DO NOT REMOVE

ADMINISTRATIVE/DEALER RESPONSIBILITIES (U.S. & POSSESSIONS)

Proceed immediately to make necessary correction to units in inventory. **All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery.** If vehicles have been sold or transferred and you

are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified **IMMEDIATELY** from your dealer location.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately **repaired** within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within **60 days** after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to **replacement** with an identical or reasonable equivalent vehicle at no charge, or to a **refund** of the purchase price less a reasonable allowance for depreciation.

However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

To avoid having to replace an owner vehicle or refund the purchase price, every effort must be made to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible.

During the recall process, a listing of owner names and addresses will be furnished to the involved dealers to enable dealers to follow up with owners and have the vehicles corrected. You must limit the use of this listing to this campaign because the list may contain information obtained from state motor vehicle registration records and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

POSSIBLE CUSTOMER REIMBURSEMENT

There may be an occasion when a customer was charged for repairs related to this Recall prior to the Recall being released. The customer letter contains a statement for the customer to contact the Dealer if they believe they are entitled to reimbursement costs. The Dealer should follow the Customer Reimbursement guidelines in Warranty Policy Letter 03-001G. The Warranty Procedures and Administrative Policies manual (CTS1100) is in the process of being updated to include the information in Policy Letter 03-001G.

WARRANTY CLAIMS

Refer to Dealer Warranty Manual for procedures to conduct Recall Campaigns.

It is important that the Recall Coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Manual, Section 7-1. Special attention should be given to Items 39 through 44:

GROUP	NOUN	C	WARR.	TP	PAD
GROUP Enter number G—	NOUN Leave blank	C (CAUSE) Enter either 1, 2, 3. (see below)	WARRANTY (Warranty Code) Enter 40.	TYPE PART Enter P for type part causing failure.	PAD Enter 100
		1. Inspected (No repair required).			
		2. Inspected and repaired.			
		3. Defective part from parts stock.			

ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITY (EXPORT)

Proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified from your distributor location.

Export locations are to submit warranty claims in the usual manner making reference to this recall number.

We ask for your full cooperation and follow-up to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

INTERNATIONAL TRUCK AND ENGINE CORPORATION