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NVS-215

SAFETY RECALL RVXX0603

JUNE 2006

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SAFETY RECALL BULLETIN

**ATTENTION: SERVICE MANAGERS
PARTS MANAGERS**

SUBJECT: Disc Wheel Spacer

SAFETY RECALL INFORMATION:

On certain VHD model vehicles manufactured from December 2001 through June 2005 with wheel spacers, there exists the potential that the wheel spacer may become distorted from heat which potentially could lead to a loss of clamp load that may result in loose wheel nuts.

If the wheel nuts loosen for any reason, damage to the wheel studs and/or wheel may occur, which if left uncorrected, may lead to a complete separation of the wheel(s) from the truck.

VEHICLES AFFECTED:

VHD model vehicles manufactured with wheel spacers from December 2001 through June 2005.

There are 1094 vehicles (872 US and 222 Canada) that need to have the wheel spacers **replaced**.

NOTE: To verify or determine if a particular vehicle is affected by this recall (or any other recall), you should consult the DCS, Service/Warranty or the eWarranty Vehicle Details screen. By entering the Vehicle Identification Number into the VEHIHQ segment or into the VIN search field in eWarranty, the screen will display any outstanding recall.

If a "Dealer Listing" is enclosed it identifies the vehicles that were sold or shipped to your dealership. Be sure to check the VEHIHQ or the eWarranty Vehicle Detail screen before performing the recall to verify that the recall is still open.

REPAIR:

The recall repair will consist of replacing all **installed** wheel spacers with an Accuride brand wheel spacer (Volvo part number 8164670). Also, a visual inspection must be performed on wheels for cracks, which extend from the bolt holes, and studs/ wheel nuts for cracked, and/or missing wheel studs and nuts. **Damaged components (wheels, studs, and nuts) that require replacement should be replaced under normal warranty.** If the vehicle is out of warranty, refer to the claims for credit section on page 3 for additional instructions.

TIME ALLOWANCE:

Repair: - (includes take charge time) 1.3 hour per vehicle for removal and installation of wheel spacers on one steer axle and one drive axle along with inspection of all wheel ends. Additional 0.4 hours allowed for each additional axle for removal/replacement of wheel spacers.

PART ORDERING PROCEDURES:

Parts for this recall should be ordered through Volvo Trucks North America Dealer Communication System. The following information is required to place an order:

1. Your dealer account number, and
2. Volvo part number - **8164670**
3. Total number of spacers required

NOTE IMPORTANT CHANGE:

Parts should be ordered CLASS THREE (3)! On class three orders, Volvo Trucks North America pays for all shipping costs; therefore, Dealer Claims MUST NOT include shipping costs.

In the event where a dealer does not have the part in stock and has a vehicle that requires the recall, the dealer should order the part CLASS ONE (1) to ensure the quickest possible delivery. Since dealers are responsible for the shipping cost on class one orders, **the dealer should include the expense of shipping in the claim.**

The cost of the part plus 30% dealer mark-up will have to be claimed according to the guidelines identified under the heading "*Claims for Credit*".

DEALER PARTS INVENTORY:

8164670 supersedes 20448893. Any old parts, 20448893, existing in the Dealer parts inventory must be removed and sent to the Technical Material Analysis Center in Pulaski, VA. Provisions have been set-up for the dealer to be reimbursed for the spacers that are removed. Please refer to the "Claim Instruction for removed material from Dealer Inventory" section on page 4 for further details.

REMOVED PARTS:

Do not return spacers that are removed from trucks to Volvo. These are to be disposed of at the dealership and rendered unusable.

When replacing wheels and wheel equipment that have no coverage, parts **MUST be returned** to the Technical Material Analysis Center in Pulaski, VA **if using the special authorization number.**

RETURN IS ONLY REQUIRED WHEN USING THE SPECIAL AUTHORIZATION NUMBER (PW0606001) LISTED UNDER THE "CLAIM INSTRUCTION FOR VEHICLES WITH NO COVERAGE AVAILABLE" SECTION ON PAGE 3 OF THIS BULLETIN.

CLAIMS FOR CREDIT:

Expenses associated with the performance of this recall will be reimbursed based on the guidelines identified in this bulletin, and section 2-41 of the Warranty Manual, Policies and Procedures and chapter 20 of the Parts Operations Manual.

CLAIM CODING INFORMATION:

Type:	- P (WINS); or, Recall (eWarranty)
Authorization Number:	- RVXX0603
Causal Part #	- 20448893 (eWarranty)
**Repair:	- 77105-0-02 (1.3 hour per vehicle)
Each additional axle	- 77105-0-07 (0.4 hours)

**Includes take charge time, removal of wheel spacers from one steer axle and one drive axle, and inspection of vehicle for damaged wheels, studs, and wheel nuts)

CLAIM INSTRUCTION FOR REPLACING WHEELS, STUDS, OR NUTS ON VEHICLES WITH NO COVERAGE:

WHATS COVERED: Replacing wheels with cracks that extend from the bolt holes and cracked or missing wheel studs and/or nuts.

CLAIM CODING INFORMATION:

Type:	- P (WINS); or, Goodwill (eWarranty)
Authorization Number:	- PW0606001

IMPORTANT NOTE:

- Claims for a recall repair **MUST** be submitted within 2 working days from the repair date.
- Claims that involve replacement of wheel(s) and/or wheel equipment (i.e. stud(s) and/or nut(s)) will be paid after wheel and/or wheel equipment is received by TMAC.
- In the event that a dealer is not equipped to replace a wheel, a sublet repair will be accepted on the claim. The sublet must be entered at cost (no mark-up is allowed in WINS) or under Other Material using the category "Sublet" in eWarranty.

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CLAIM INSTRUCTION FOR REMOVED MATERIAL FROM DEALER

INVENTORY:

Type:	- P (WINS); or, Service Parts (eWarranty)
Authorization Number:	- RVXX0603-P, no auth number (eWarranty)
Labor Code (must have with eWarranty):	- 77100-0-00 (0.0 hrs)
Quantity:	- Total quantity of parts removed.
Part Inv Date:	- 01/01/2006 (eWarranty)
Attachment:	- Scan and attach a copy of this page as an attachment for the eWarranty Service Parts claim.

All removed spacers (20448893) **MUST** be returned to TMAC. Claims for reimbursement for removed dealer inventory will be paid after the removed wheel spacers are received by TMAC.

NOTE: This dealer material return and reimbursement is valid for 90 days. Claims must be submitted before October 1, 2006 to be eligible for reimbursement.

OWNER RECALL RESPONSE CARD:

The "Owner Recall Response Card" is to provide the vehicle owner with a convenient way to notify Volvo Trucks North America of changes affecting the ownership of the subject vehicle. The owner recall response card is not intended for dealer usage other than to assist you in the preparation of the repair orders necessary to perform the applicable recall on the subject vehicle. Please do not use the card as a way to inform Volvo Trucks North America that the vehicle has been inspected or modified. Your DCS claim on line is the appropriate means of informing Volvo Trucks North America that the vehicle has been inspected or modified.

DEALER RECALL RESPONSIBILITY:

Dealers are to perform the recall on all vehicles subject to the recall at no charge to the owner regardless of mileage, age of vehicle, or ownership from this time forward. Whenever a vehicle subject to this recall is taken into or is in your vehicle inventory or dealership for service, we strongly recommend you make every effort to perform the recall correction before the vehicle is sold or released to the owner.

IMPORTANT NOTICE:

Please note that the National Traffic and Motor Vehicle Safety Act requires that the owner's vehicle(s) be corrected at no charge and within a reasonable time after parts are available to you. The law states that failure to repair a vehicle within sixty (60) days after tender for repair shall be a prima facie evidence of unreasonable time. However, circumstances of a particular situation may reduce the sixty-day period. If an owner's vehicle is not repaired within a reasonable time, he or she may be entitled, without charge, to a reasonable equivalent vehicle or refund of the purchase price, less reasonable allowance for depreciation.

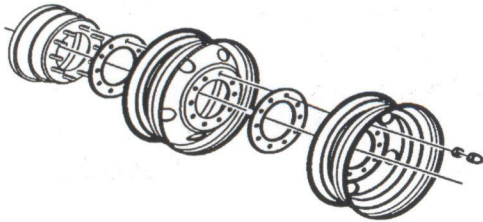
Repair Instruction

You must read and understand the precautions and guidelines in Service Information, group 70, "General Safety Practices, Frame, Springs, and Wheels" before performing this procedure. If you are not properly trained and certified in this procedure, ask your supervisor for training before you perform it.

Important note: The number of spacers installed on a particular vehicle will vary based on the type of the wheels used. For example, a particular truck may have a combination of steel and aluminum wheels with the spacers only used with the aluminum wheels. **The dealer should only install spacers on the wheels that were equipped with wheel spacers.**

All wheels (i.e. steer, drive, and auxiliary axles) must be removed to check for wheel spacers. The instruction below is for dual wheels but also applies to single wheels on steer and auxiliary axles that may have a spacer in between the wheel and the brake drum.

1. Raise the vehicle to lift the rear wheels just off the floor. Install a jack stand under the axle to support the vehicle weight.
2. Remove the wheel nuts. Using a wheel dolly remove the disc wheel.



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Fig. 1: Typical Wheel installation

3. Remove the wheel spacer installed between disc wheels and between the inner disc wheel and brake drum.
4. Inspect the disc wheel, wheel studs, and wheel nuts for damage.
5. Install the new wheel spacers PN 8164670 between inner disc wheels and brake drum on dual wheels.
6. Reinstall the outer disc wheel with the new wheel spacer PN 8164670 between the inner and outer disc wheel. Torque the wheel nuts in a crossing pattern to 645 ± 35 Nm (475 ± 25 ft-lb).

Repeat steps 1 - 6 for the remaining wheel ends.