

SERVICE PROCEDURE

G-06509
October 2006

**SUBJECT: SAFETY RECALL (U.S., EXPORT)
ADJUSTABLE TORQUE ROD ENDS on certain 5000
and 7000 models built 9/13/2006 thru 9/29/2006 with
Chalmers® Rear Suspensions**

DEFECT DESCRIPTION

The adjustable torque rod end castings may be brittle. A brittle rod end casting may fracture without warning, causing the vehicles' rear axles to become mis-aligned. This mis-alignment can cause the vehicle to lose directional stability at speed that may result in a **vehicle crash**, possibly resulting in **property damage or personal injury, serious or mortal**.

MODELS INVOLVED

This Safety Recall involves 5500i, 5600i, 5900i, 7400, 7500, 7600 and 7000 6X4 models built 9/13/2006 thru 9/29/2006 with Chalmers rear suspension systems.

- **Complete details of this Safety Recall are still being finalized.**
- **This letter is published to International's Dealer Network to ensure that any vehicle marked in ISIS as needing this Safety Recall is immediately *quarantined and held until further notice*.**
- **Complete details are expected to be published on ISIS no later than 10/6/2006.**

INTERNATIONAL TRUCK AND ENGINE CORPORATION

SERVICE PROCEDURE

G-06509-R1
October 2006

**SUBJECT: REVISED SAFETY RECALL (U.S., EXPORT)
ADJUSTABLE TORQUE ROD ENDS on certain 5000
and 7000 models built 9/13/2006 thru 9/29/2006 with
Chalmers® Rear Suspensions**

REVISION DESCRIPTION

- ***Sections added:***
 - ***PARTS INFORMATION***
 - ***SERVICE PROCEDURE***
 - ***LABOR INFORMATION***
 - ***CAMPAIGN IDENTIFICATION LABEL***
 - ***ADMINISTRATIVE/DEALER RESPONSIBILITIES***
 - ***WARRANTY CLAIMS***
 - ***ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITIES***
- ***MODELS INVOLVED***
 - Added list of Chalmers suspension feature codes.

DEFECT DESCRIPTION

The adjustable torque rod end castings may be brittle. A brittle rod end casting may fracture without warning, causing the vehicles' rear axles to become mis-aligned. This mis-alignment can cause the vehicle to lose directional stability at speed that may result in a **vehicle crash**, possibly resulting in **property damage, personal injury or death**.

MODELS INVOLVED

This Safety Recall involves 5500*i*, 5600*i*, 5900*i*, 7400, 7500, 7600 and 7000 6X4 models built 9/13/2006 thru 9/29/2006 with the following Chalmers rear suspension system feature codes:

14UYY	14UYZ	14UZB	14UZL	14UZM
14UZN	14UZP	14UZR	14UZS	14UZT
14UZU	14UZV	14UZW	14UXZ	14UZY

PARTS INFORMATION

Perform the **TORQUE ROD END CASTING INSPECTION** procedure before requesting parts.

The parts required for this recall are:

Part Number	Part Description	Quantity
As Per Lineset Ticket	ASSY, TORQUE ROD, ADJUSTABLE, <i>REAR</i> TANDEM	As Per Service Procedure
As Per Lineset Ticket	ASSY, TORQUE ROD, ADJUSTABLE, <i>FORWARD</i> TANDEM	As Per Service Procedure

If required by the **SERVICE PROCEDURE**, parts can be obtained by contacting **Denise Williams**, Chalmers Suspensions International Inc, at **(905) 362-6400 ext 1229, Monday thru Friday** from **8:30am to 5:00pm** eastern time. Please have the International service part number available when calling. *Parts are VIN specific. Please use the chassis number in the Parts Catalog Online system to determine correct part.*

Parts will be shipped directly to the dealer location. It may take up to two (2) days for parts to arrive. *Vehicles should not be operated during this time.*

Removed parts must be returned. A pre-paid shipping label will be included in the kit from Chalmers. Re-use shipping container and arrange for shipment of removed torque rod assemblies using Chalmers' included pre-paid shipping label.

All dealers who perform this recall that requires a torque rod replacement, may charge International **\$60.00 U.S.** per torque rod assembly installed (not to exceed \$120.00 per warranty claim) for part handling/stocking fees. This amount should be filed under the "OTHER EXPENSES" portion of the warranty claim.

SERVICE PROCEDURE



WARNING:

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



WARNING:

BLOCK THE FRONT WHEELS TO PREVENT THE VEHICLE FROM MOVING. ALWAYS USE FLOOR STANDS TO SUPPORT THE VEHICLE BEFORE WORKING UNDER IT. USING ONLY A JACK COULD ALLOW THE VEHICLE TO FALL, RESULTING IN PROPERTY DAMAGE, PERSONAL INJURY OR DEATH.

TORQUE ROD END CASTING INSPECTION

1. Locate the lower ***adjustable*** torque rods of the rear suspension system.

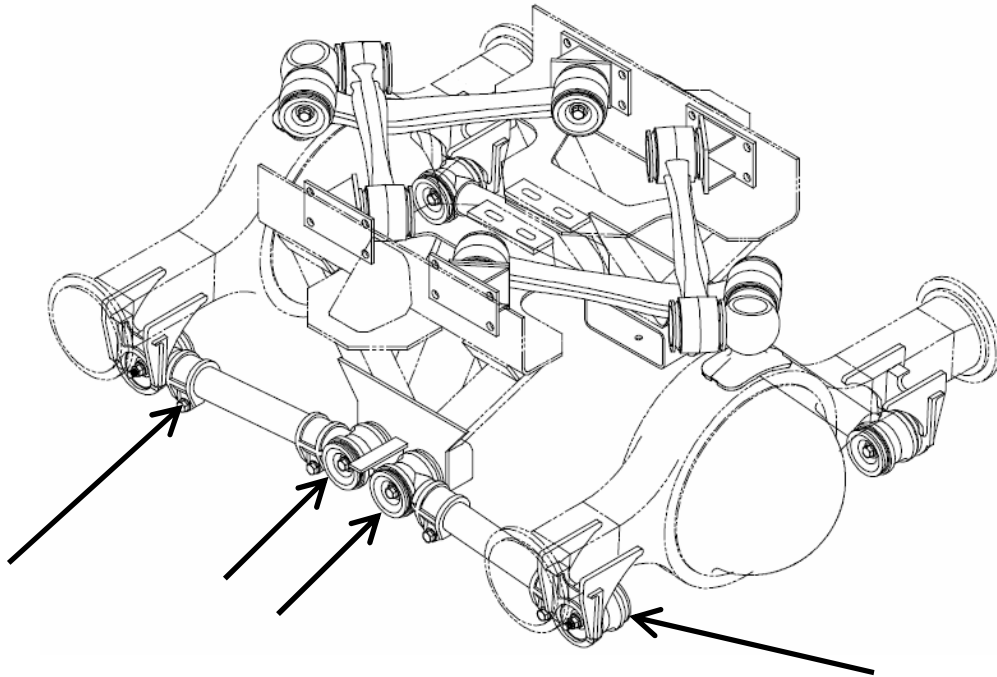


Figure 1 – Generally on Left Side of vehicle, but may be on Right side.

2. Locate the lot number on each rod end casting.

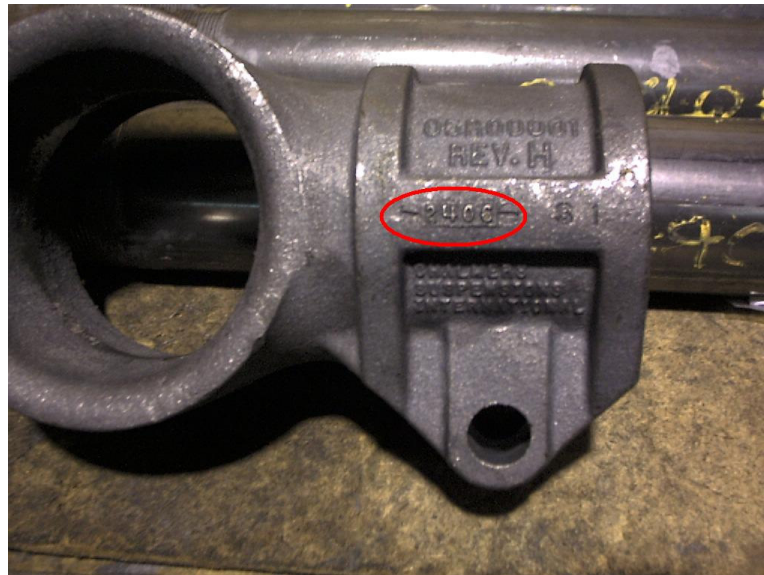


Figure 2 – Casting Lot Number Location (in red)



Figure 2a – Lot Number Magnification

3. Inspect all four (4) rod end castings, if any of the lot numbers on any of the castings match any of these numbers:

2406
2416
2426

Table 1

The torque rod assemblies with the suspect end(s) require replacement. Proceed to the **TORQUE ROD REPLACEMENT** procedure.

NOTE: If only one casting matches any of the numbers in Table 1, the **entire** torque rod assembly still requires replacement. Proceed to the **TORQUE ROD REPLACEMENT PROCEDURE**.

4. If the numbers do not match those in Table 1, then vehicle does not require replacement of the torque rod assemblies.

TORQUE ROD REPLACEMENT PROCEDURE

See PARTS INFORMATION on how to obtain replacement torque rod assemblies.

5. Pull vehicle straight ahead and straight back several times in order to relieve any binding or stress of suspension components.

NOTE: DO NOT SET PARK BRAKE at end of movement or use the brakes to stop at the final stop.

6. Chock the front tires of the vehicle to prevent unintended vehicle movement during remainder of service procedure.
7. Using a trammel bar, measure rear axle spacing on side of vehicle, **with** adjustable torque rods.

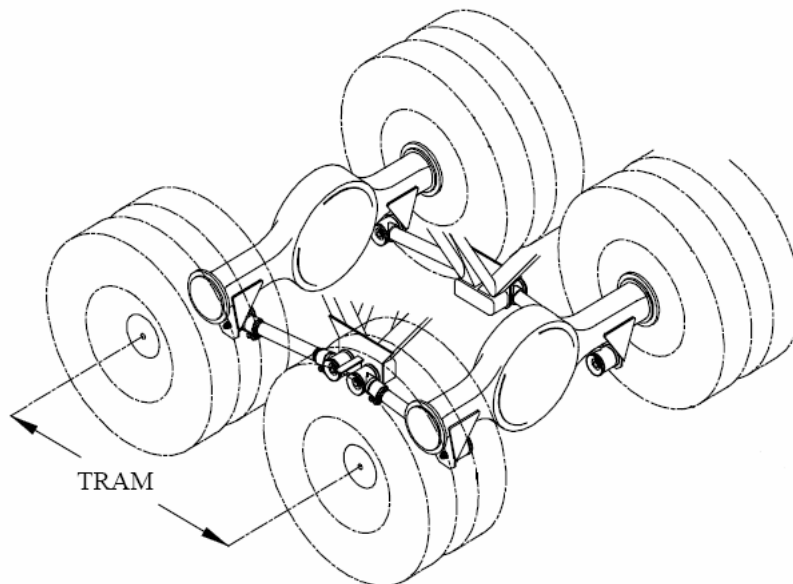


Figure 3

8. Tighten and secure trammel bar for later use.
9. Lift rear of vehicle until all rear tires are off the ground. Support frame rails on jack stands so that all weight is taken off the rear suspension.

NOTE:

IF TORQUE ROD INSPECTION PROCEDURE HAS DETERMINED THAT BOTH ADJUSTABLE RODS REQUIRE REPLACEMENT, PERFORM STEPS 9 THRU 23 COMPLETELY ON ONE ROD, THEN REPEAT FOR SECOND ROD.

10. **Work on only one torque rod at a time.** Remove the 5/8" NC joint fasteners and spigot caps.

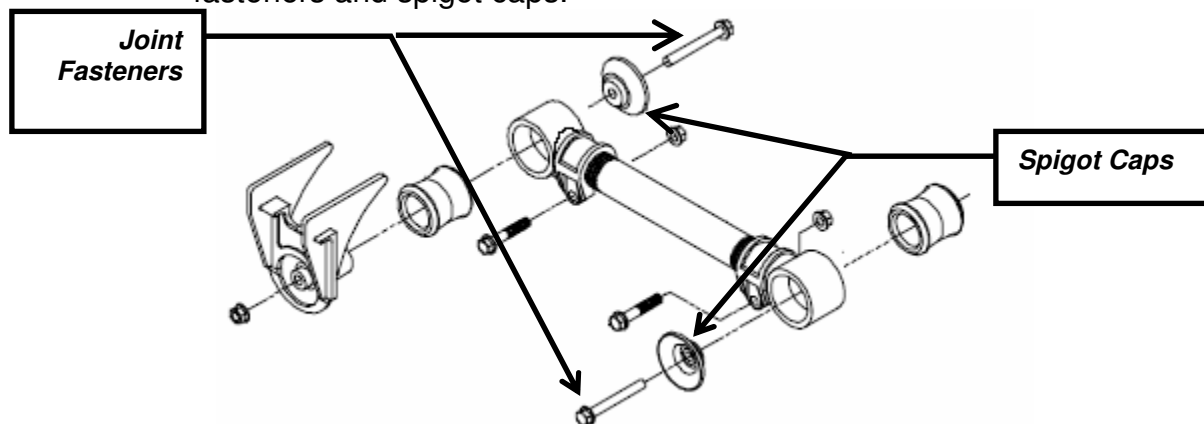


Figure 4

Keep the fasteners and spigot caps for installation of new torque rod.

11. Remove the torque rod from the spigots by prying at each end until it comes free of the spigots.

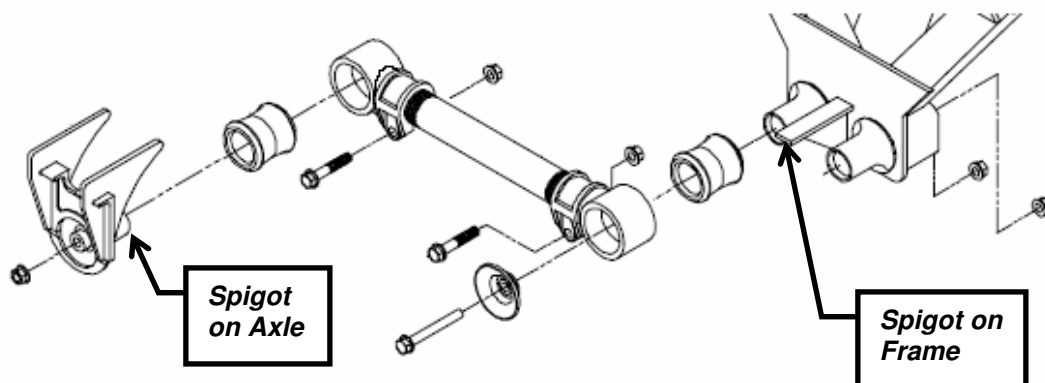


Figure 5

NOTE: If you are replacing **both** torque rods completely remove and re-fit only **one** (1) torque rod at a time. This will eliminate the chance of torque rod mix-up, which could lead to mis-alignment of the suspension, or loss of axle planning angle and consequent axle damage.

12. Adjust new torque rod to same length as one just removed.
13. Tighten the eye pinch bolts to **135 LbF-Ft (183 Nm)**.

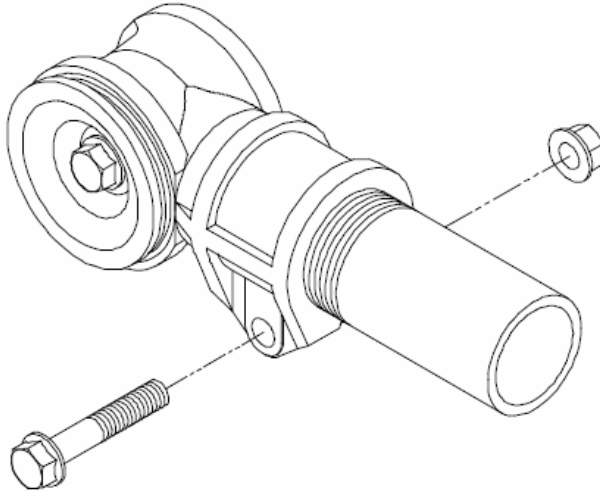


Figure 6

14. Liberally lubricate the torque rod rubber bushings and relevant spigots with a quality rubber lubricant. Standard bar or liquid dish soap also works well.

CAUTION: Never use any mineral based oils, greases, jellies or solvent soaps as a lubricant to aid in the assembly of the rubber bushed torque rods. To do so will lead to the premature failure of the bushing.

15. Push each end of the torque rod onto its relevant spigot. Using a heavy, soft-faced mallet, drive the torque rod onto the spigots. For best results, alternate end to end driving so as the torque rod bushings travel evenly over the spigots. Continue driving until the bushing contacts the spigot bottom face.

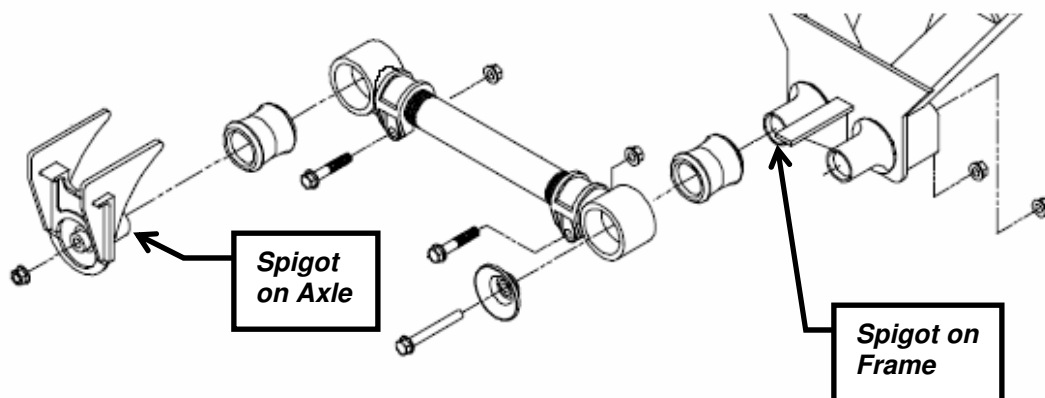


Figure 7

16. Press the spigot caps into the ends of the torque rod bushings, secure the ends in place using original fasteners. Torque to **220-240 LbF-Ft (300-325 Nm)**.

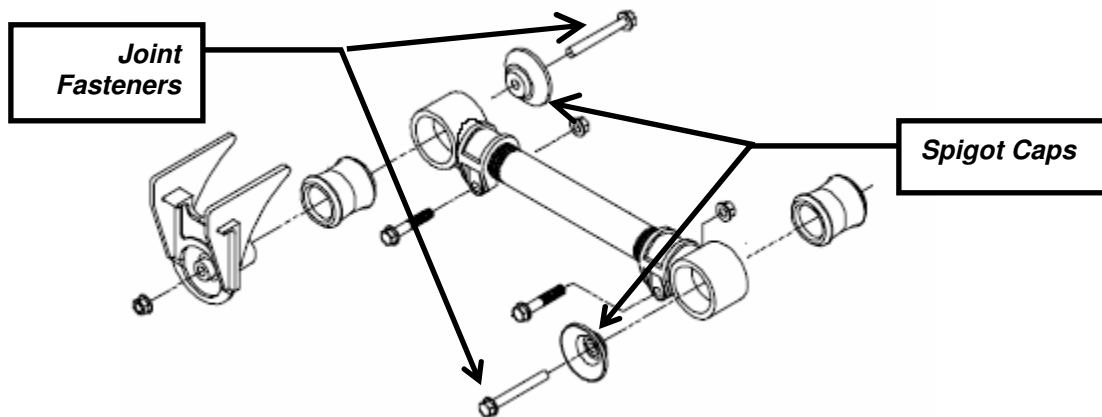


Figure 8

17. Pull vehicle straight ahead and straight back several times in order to relieve any binding or stress of suspension components.

NOTE: DO NOT SET PARK BRAKE at end of movement or use the brakes to stop at the final stop.

18. Chock the front tires of the vehicle to prevent unintended vehicle movement during remainder of service procedure.
19. With the trammel bar still set from step 7, compare rear axle spacing on side of vehicle, **with** adjustable torque rods. If axle spacing does

not match, continue with the **AXLE ALIGNMENT ADJUSTMENTS** procedure.

20. If axle spacing does match, but the **TORQUE ROD END CASTING INSPECTION** procedure requires both adjustable torque rods to be replaced, repeat steps 9 thru 19 for the second rod, otherwise, service procedure is complete.

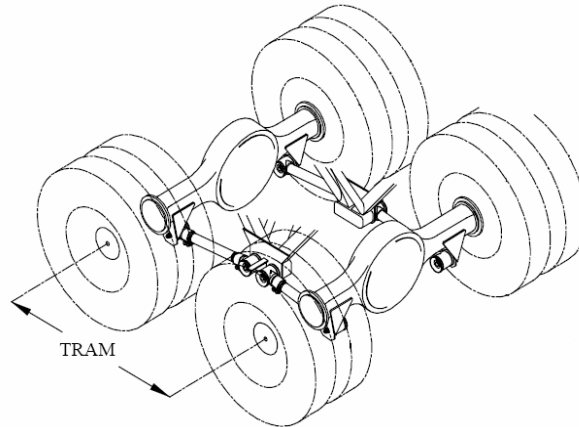


Figure 9

AXLE ALIGNMENT ADJUSTMENTS

21. If the trammel bar measurement in step 7 and step 19 are **not** the same, continue service procedure to properly adjust rear axle alignment.
22. Loosen **both** the lower torque rod eye pinch bolts.

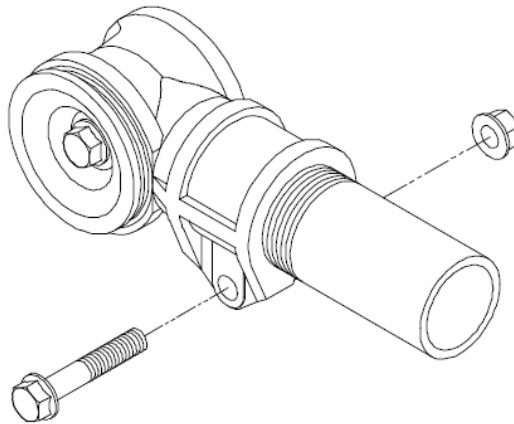


Figure 10 – Pinch Bolt

23. Attach a wrench to the torque rod tube and rotate the tube to either shorten or lengthen as necessary to match the trammel bar measurements.

NOTE: A chain type wrench is preferred, however a standard pipe wrench can be used.

24. Once trammel bar measurement is reached, tighten pinch bolt to **135 LbF-Ft (183 Nm)**.
25. If two (2) torque rods were must be replaced, repeat steps 9 thru 23 for second rod.
26. If necessary, a finish coat of matching chassis paint can be applied to the replaced torque rod assemblies.

END OF SERVICE PROCEDURE

LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-06509-1	<i>Inspect castings for suspect lot numbers</i>	0.4 hr
A40-06509-2	<i>ADD ON, for replacement of one (1) torque rod</i>	0.7 hr
A40-06509-3	<i>ADD ON, for replacement of two (2) torque rods</i>	1.4 hr

All vehicles will require the inspection. On vehicles where the inspection requires torque rod replacement, please file for BOTH labor operations.

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.

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