

SKF NOTICE TO END USERS

SKF PRO 08-029US/CA
October xx, 2008

SAFETY RECALL NOTICE TO END USERS

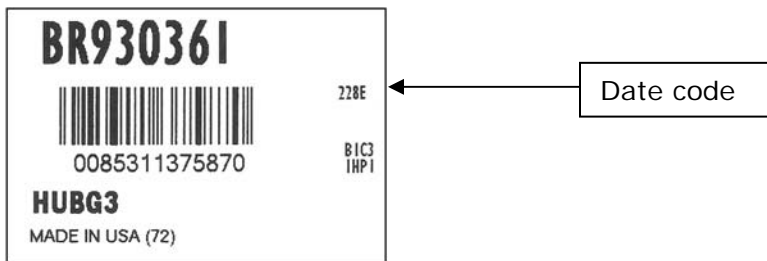
NHTSA Recall #08E-064 of SKF BR930361 hub bearing assembly; SKF Recall # PRO 08-029US/CA

This notice is being issued by SKF in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. SKF has determined that a defect which relates to motor vehicle safety exists in SKF part number BR930361 manufactured by its Glasgow, Kentucky plant. These products were marketed by SKF under the SKF brand name for aftermarket service use. SKF is recalling this specific part.

What part is involved?

This recall involves SKF part number BR930361 that is identified by the following packaging date codes: 155E, 161E, 170E, 171E, 185E, 213E and 228E. This part was sold exclusively in the aftermarket for use on the vehicle identified. **Important note: Only parts with one of these date codes are covered by this campaign.** The box part number label is shown below.

The date code appears on the upper right hand side of the part number label.



This part number is a front wheel hub bearing assembly that fits on a 1999-2003 2WD Dodge Durango with rear wheel ABS, or a 1997-2004 2WD Dodge Dakota with rear wheel ABS.

What is the problem?

The rotor pilot for the hub bearing assembly was made too long. This results in the wheel to not be seated fully against the hub flange face during mounting. Improper seating of the wheel can result in excessive vibration, brake rotor noise, difficulty removing the wheel after installation and operation of the vehicle, and possibly wheel-end separation during vehicle operation. **Should the wheel-end separation occur, the driver could lose control of the vehicle, possibly resulting in a crash.**

What should you do?

If you purchased one of the subject hub bearing assemblies through an installer, we urge you to contact your installing dealer as soon as possible to arrange an appointment to have the part inspected and replaced (if necessary) free of charge. SKF estimates that the labor time to perform this service will be approximately 1 hour. The inspection and correction (if necessary) of your vehicle will be made without charge to you. SKF will pay the servicing dealer directly for this service.

If you purchased one of the subject hub bearing assemblies through a retailer and installed the part yourself, please contact the retailer directly, or contact SKF Customer Service at 1-800-644-8999 for return and reimbursement instructions (reference SKF Bulletin PRO 08-028).

Replacement hub bearing assemblies are currently available now for shipment.

Identification and inspection procedure

1. Raise and support the vehicle following the manufacturer's guidelines and remove the front wheel.
2. Carefully examine the center brake rotor pilot depth. ***The affected hub bearing assembly will have a noticeable visible step just above where the brake rotor is seated.*** Refer to Figures 1 & 2. Figure 1 illustrates the incorrectly machined hub and brake rotor mounting set up. Figure 2 illustrates the correctly machined hub and brake rotor mounting set up.



Figure 1 Defective

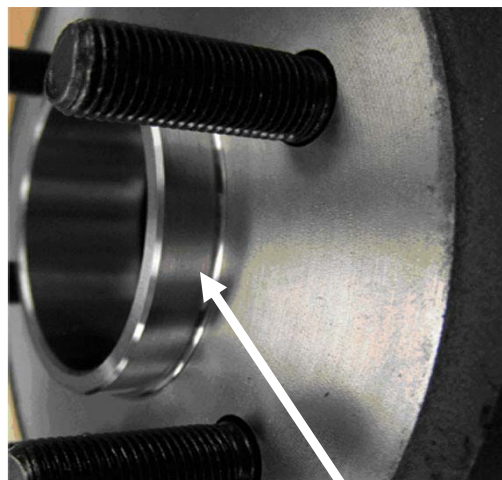


Figure 2 Correctly machined

If you have identified a hub bearing assembly that is defective, remove the defective hub assembly and replace it with a non-defective replacement hub assembly using the manufacturers recommended repair procedures. Return the defective hub assembly to the place of purchase for reimbursement as identified above.

If you have any questions about this recall, please call SKF Customer Service at 1-800-644-8999 (reference SKF Bulletin PRO 08-029). Owners who do not obtain free replacement parts within a reasonable time should also contact SKF Customer Service at 1-800-644-8999. You may also contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590; or call the toll-free Auto Safety Hotline at 1-888-327-4326; or go to <http://www.safercar.gov>, if you believe that SKF has failed or is unable to remedy without charge the condition outlined above within a reasonable time.

US Federal Regulations require any lessor receiving this notice to forward it to the lessee within 10 days.

SKF apologizes for any inconvenience this may cause, but it is taking this action in the interest of your personal safety and satisfaction with our products. Thank you for your cooperation.

Post this recall notice in a conspicuous place.

SKF NOTICE TO ITS DISTRIBUTION CUSTOMERS

PRO 08-028US
October xx, 2008

SAFETY RECALL NOTICE

To: Valued Customers

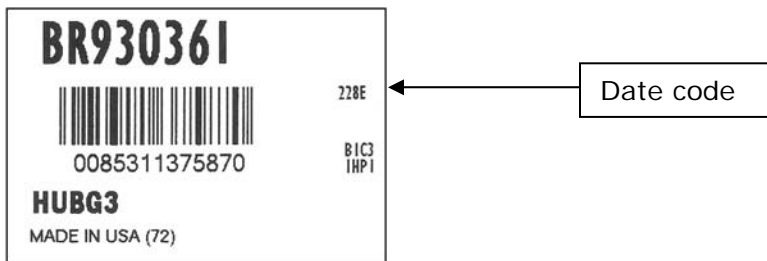
Subject: NHTSA Recall #08E-064 of SKF BR930361 hub bearing assembly; SKF recall # PRO 08-029US

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. SKF has determined that a defect which relates to motor vehicle safety exists in SKF part number BR930361 manufactured by its Glasgow, Kentucky plant, for aftermarket service use. SKF is recalling this specific part.

Identification of the part covered by this Recall

This recall involves SKF part number BR930361 that is identified by the following packaging date codes: 155E, 161E, 170E, 171E, 185E, 213E and 228E. **Only parts with one of these date codes are covered by this campaign.** The box part number label is shown below.

The date code appears on the upper right hand side of the part number label.



This part number is a front wheel hub bearing assembly that fits on a 1999-2003 2WD Dodge Durango with rear wheel ABS, or a 1997-2004 2WD Dodge Dakota with rear wheel ABS.

Description of the Defect

The rotor pilot for the hub unit may be too long. This can result in the wheel to not be seated fully against the hub flange face during mounting. Improper seating of the wheel can result in excessive vibration, brake rotor noise, difficulty in removing the wheel after installation and operation of the vehicle, and possibly wheel-end separation during vehicle operation. **Should wheel-end separation occur, the driver could lose control of the vehicle, possibly resulting in a crash.**

Vehicle owner precautions

The subject hub bearing assembly was manufactured for aftermarket use. Owners of these parts should have them removed and replaced as soon as possible.

What you should do

SKF wishes to recover as many of these parts as possible. Therefore, we respectfully request that you take the following actions:

1. Recalled parts in inventory

Our records indicate that you have purchased one or more of the subject hub bearing assemblies. Quarantine all units of the subject part number and return all quarantined hub bearing assemblies to SKF. Any recalled hub bearing assemblies returned to you by your customers should also be returned to SKF.

Once the hub bearings assemblies are quarantined, please contact your local SKF sales representative to come in, verify the product return and handle the RA process. The subject recalled parts must be documented by an SKF sales representative.

The return of these parts will be at no cost to you. Upon SKF's receipt of return of these parts in accordance with its instructions, your account will be credited for the returned parts. To obtain replacements of the recalled hub bearing assemblies, you will need to re-order your required quantities from SKF. Replacement hub bearing assemblies are available for shipment to you.

Parts stores who purchased these items should return them to their servicing distributor for credit.

No distributor or other seller can lawfully sell these recalled hub bearing assemblies. It is a violation of federal law to sell a recalled item of motor vehicle equipment.

2. Recalled parts in the possession of your customers and owners

Please forward copies of this notice to all of your reselling customers who have purchased the subject hub bearing assemblies from you. They will also be reimbursed by SKF for parts returned in accordance the procedures described in item # 1 above. Inquiries you receive from these customers, including their inquiries about claims procedures, should be answered by directing their attention to this notice. Further inquiries should be directed to SKF Customer Service at 800-644-8999.

We also request that you forward a copy of the attached SKF Bulletin PRO 08-029, SAFETY RECALL NOTICE TO END-USERS to all owners through your distribution system. It advises owners of the steps to be taken by them to have the subject hub bearing assembly inspected and replaced (if necessary) free of charge. Alternatively, you may provide your customer contact information to SKF, and SKF will coordinate notification to these customers.

3. Instructions for Installers

If you were the installer of the recalled hub bearing assembly, SKF will reimburse you for labor and for parts used to correct any vehicle on which the recalled hub bearing assembly was installed. This service must be provided at no charge to the end-user/customer. For vehicles suspected of having been previously serviced by installation of the recalled hub bearing assembly, SKF will pay for services provided by you to end-users for any inspection of their vehicle, and if the part is covered by the recall, will pay for the labor and cost of the replacement for the defective part, as well as shipping charges.

4. Labor claim procedure

In order to qualify for reimbursement by SKF, the claim must be documented using SKF form #457350 (enclosed). The claim form must then be submitted to SKF for processing according to SKF's standard warranty/labor claim procedure, which for this recall requires that the following accompany the claim in order to receive credit:

- a. A completed BR930361 Recall Evaluation Form (# 457350)
- b. If applicable, the recovered recalled hub bearing assembly
- c. A copy of your inspection/replacement documentation

For servicing installers, SKF will issue credit for the BR930361 hub bearing assembly returned to SKF and the labor, at a rate of \$45.00 per Mitchell book hour. The replacement labor will be inclusive of the inspection time. For this application, the inspection only labor operation is .3 hours, and the inspection and replacement labor operation is .6 hours. Therefore, SKF will reimburse a maximum of \$14 for the labor of the inspection of each subject part, and a maximum of \$28 for inspection and replacement of each subject part. Reimbursement will be paid for either an inspection only or warranty labor claim and product replacement – but not both.

If you have any questions concerning this, please call the SKF Customer Service BR930361 Hotline at 800-644-8999. We ask you to make every effort to process the returns of the product in your inventory by November 30th, although this recall will remain open for returns, replacements and credit reimbursements past that date as required by federal regulations.

SKF is committed to our customer's safety and satisfaction. We apologize for the inconvenience caused by this recall and appreciate your immediate response to this matter.

Sincerely,

Steve Novak
Manager, Product Marketing

Attachments: SKF Bulletin PRO 08-029, SAFETY RECALL NOTICE TO END-USERS
BR930361 Recall Evaluation Form # 457350

BR930361 Installer Recall Evaluation Form



WD/DC RGA#: _____ Part #: **BR930361** Log #: _____

WD/DC INFORMATION

Date: _____
 Name: _____ SKF Account #: _____
 City/State: _____ Contact: _____

JOBBER INFORMATION

Jobber Store/Account #: _____
 Name: _____ Contact: _____
 City/State: _____ Phone #: _____

INSTALLER INFORMATION

Account #: _____
 Name: _____ Contact: _____
 City/State: _____ Phone #: _____

VEHICLE INFORMATION

Make: Dodge Model: _____ Year: _____
 Part Location: Front wheel
 Original Installation Date: _____ Mileage: _____
 Inspection/Replacement Date: _____ Mileage: _____
 Inspection Results: _____ Hub NOT Defective _____ Hub Defective, returned with claim
 Note or information about claim: _____

REIMBURSEMENT INFORMATION

Check One:

- _____ Inspection only, labor reimbursement only
 _____ Inspection and hub replacement, parts and labor reimbursement

Documentation Required to Process Claim:

- Repair Order & Bill of Sale, original replacement
- Repair Order & Bill of Sale, recall replacement
- Completed BR930361 Recall Evaluation Form
- Shipping Cost receipt

Shipping Cost \$: _____

NOTE: Evaluations that do not include supporting paperwork will be delayed.

Send paperwork and parts to:

In the USA
 SKF VSM
 Attn: Ron Colwell #2974
 Log No. _____
 2030 Meridian Place
 Hebron, KY 41048

In Canada
 SKF VSM
 Attn: Ron Colwell #2974
 Log No. _____
 40 Executive Court
 Scarborough, ON M1S 4N4

This Recall Evaluation Form is for technician's who performed a hub bearing assembly replacement using an SKF BR930361, since June 1st 2008.

Identification, inspection and procedure

1. Raise and support the vehicle following the manufacturer's guidelines and remove the front wheel.
2. Carefully examine the center brake rotor pilot depth. *The affected hub bearing assembly will have a noticeable visible step just above where the brake rotor is seated. Refer to Figures 1 & 2. Figure 1 illustrates the incorrectly machined hub and brake rotor mounting set up. Figure 2 illustrates the correctly machined hub and brake rotor mounting set up.*



Figure 1 Defective

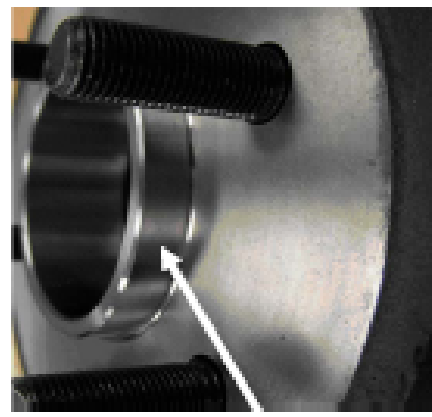


Figure 2 Correctly machined

3. If you have identified a hub bearing assembly that is defective, remove the defective hub assembly and replace it with a non-defective replacement hub assembly using the manufacturers recommended repair procedures. Caution: Verify that the replacement SKF BR930361 is not a defective part by repeating step 2 listed above.
4. Complete the information on the front side of this form; contact your SKF parts distributor for assistance in completing the WD/DC and Jobber Information sections. When completed, send the form and the defective hub assembly if applicable to SKF at the address indicated on the form.

Reimbursement will be in the form of a credit issued to your SKF parts distributor. SKF will issue credit for the hub bearing assembly (if applicable) and the labor, at a rate of \$45.00 US and \$50.00 Canadian per book hour. The replacement time is inclusive of the inspection time. For this application, the inspection only labor operation is 0.3 hours, and the inspection and replacement labor operation is 0.6 hours. Reimbursement will be paid for either an inspection only or an inspection and product replacement – not both.