

Mack Trucks, Inc.

Greensboro NC USA



Safety Recall Trucks

(Does not apply to Mack Trucks Australia)

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09/4/09	SC0341	1(5)

Front Axle Beam

CL, CV, MR, LE, DM, RD

SC0341, Front Axle Beam

This bulletin replaces the safety recall bulletin dated 8/12/09.

(September 2009)

Revised on 9/4/09 to provide additional instructions for beams that are found with notches.

On certain vehicles manufactured from October 1, 2003 through September 30, 2004, the axle beam may have transverse notches from the manufacturing process, which may lead to a fatigue crack that can possibly result in an axle beam failure.

Specifically, the front axle beam is to be visually inspected for cracks and transverse notches in the bottom flange of the beam at the parting line. Furthermore, a dye penetrant is to be used for further inspection for cracks.

Replacement of the axle is required if a crack is found. Additionally, beams found with cracks or transverse notches (see illustrations on pg. 2) are to be reported to Mack OneCall (1-800-866-1177) for further instruction.

Vehicle Preparation:

Secure the vehicle for service, apply the parking brakes, place the transmission in neutral and block the rear wheels to prevent the vehicle from moving.

Raise the front of the vehicle and place jack stands of adequate capacity under the frame rails to support the vehicle.

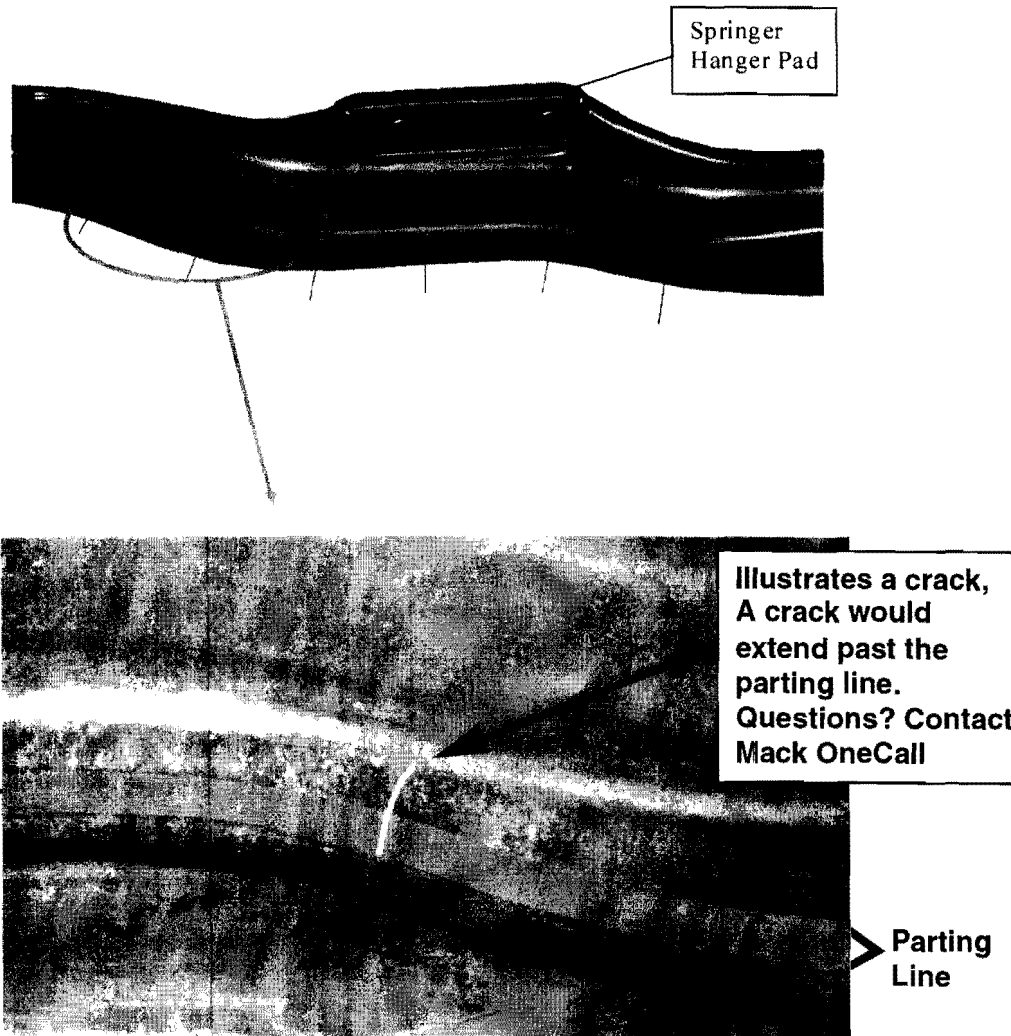
 **DANGER**

DO NOT work on or under a vehicle supported only by a hydraulic jack, as the jack could fail suddenly and unexpectedly, resulting in severe personal injury or death. Always use jack stands of adequate capacity to support the weight of the vehicle.

Axle Inspection:

- Inspection Area:** The inspection area will be a two foot wide section on both the driver side and passenger side on the bottom of the axle centered on the spring hanger pad. A marker can be used to identify these sections prior to the cleaning and inspection.

2. **Cleaning:** The front steer axle beam must be cleaned to remove any dirt, oil, grease or any loose scale that could hinder visual inspection. A power washer, degreaser, or wire brush can be used to clean up the area. The technician must then visually inspect for notches, as indicated below and cracks in the axle beam. Special attention must be made in the longitudinal area (parting line) where the axle is forged in two halves.



Example of inspection area and axle beam

3. **Inspection:** A liquid penetrant must be used to inspect for cracks. Mack Trucks recommends the use of a Magnaflux Spotcheck® kit. Information pertaining to the Magnaflux Spotcheck® kit can be found at <http://www.magnaflux.com/ProductOverview/Penetrant/tabid/96/Default.aspx>. Operating instructions can be found at <http://www.magnaflux.com/DocumentLibrary/OperatingInstructions/tabid/182/Default.aspx> (note: select Spotcheck® kit operating instructions under the header "Liquid Penetrant Spotcheck Instructions").

For axle beams without cracks, proceed to step 4, Post Cleaning/Surface Treatment.

IMPORTANT NOTE:

Axle beams with cracks must be replaced. The vehicle must be placed out of service until the axle beam is replaced. The dealer should contact Mack OneCall who will assist with ordering an axle beam.

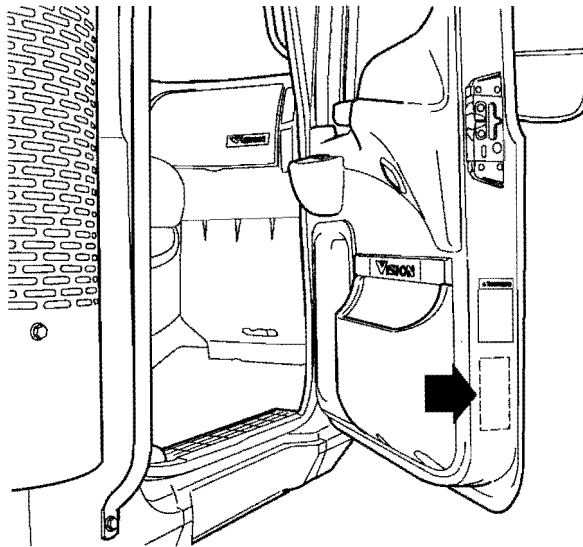
Axle beams with notches and no cracks are to be placed back in service; however, beams with notches still must be reported to Mack OneCall. Digital pictures showing the notches along with the VIN, customer's name, address, and phone number must also be provided to Mack OneCall. Proceed to step 4, Post Cleaning/Surface Treatment.

For axle beams without cracks, proceed to step 4, Post Cleaning/Surface Treatment.

4. **Post Cleaning/Surface Treatment:** The inspected surface must be cleaned after the inspection. The bare metal must then be primed and painted before returning the vehicle to service.

NOTE

To signify that the campaign has been completed, use a permanent-type marker (such as a Sharpie®) to write the campaign number (SC0341) and completion date in the spaces provided on the Campaign Completion Label located on the lower edge (below the door latch) of the passenger-side door. If a label is not already affixed to the door, apply a label (part No. TS897) and supply the information as required. Campaign Completion labels are available in packs of 50 and can be ordered by faxing a completed BR313 to Pacesetters Business Services at 610-264-9465.



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**Removed Parts: Axle Beams with cracks must be returned to the,
Test Materials Analysis Center
4100 BOBWHITE BLVD.
Pulaski Virginia 24301**

Reimbursement

This repair is covered by an authorized Safety Recall campaign. Reimbursement is obtained through the normal claim handling process.	
Claim Type (used only when uploading from the Dealer Bus. Sys.)	40
Recall Status	
Vehicle repaired per instructions	2-Modified per instructions
Labor Code	
Primary Labor Code	Inspection: 421BG0104/ 2.0 hrs (includes time for steam cleaning and paint touch-up) **Axle Replacement (if required): 421BF1B45/ 8.9 hrs
Time to take charge of vehicle and determine campaign status	101AA 0A 00— 0.3 hr.
Causal Part	SC0341
Authorization No.	SC0341

Take-charge time is not included in the labor code for this operation. Take charge may be eligible, but can only be used once per vehicle repair visit. If the vehicle is having other warranty repairs performed, take-charge should be charged to the warranty repair, otherwise take-charge can be charged to this Safety Recall campaign.

Materials used such as the liquid penetrant, primer, and paint is reimbursable; expense for materials is to be filed under "other" in the warranty claim.

NOTE

The Magnaflux kit provides enough die penetrant to inspect at the least five axle beams. Twenty percent (20%) of the cost of the kit is to be applied to each claim.

Components such as seals, u bolts and other items that must be replaced whenever replacing an axle are covered under the recall; however, items found that should be replaced as a result of maintenance or lack of maintenance are not covered. A simple example would be brake linings worn to a point where they require replacement. In this case, the cost for the replacement of the brake linings would not be covered under the recall; however, the dealer should inform the customer that the brake linings require replacement. Please contact Mack OneCall if you have any questions.

For vehicles with multiple front axles like a twin steer, both axles are to be inspected and 2 hrs per axle (4 hrs for a twin steer) is to be applied to the claim.

NOTE

**If an axle beam replacement is required, then Mack OneCall must be called; Mack OneCall will assist with ordering the axle beam.

NOTE

Dealers are to perform Safety Recall Campaigns on all subject vehicles at no charge to the vehicle owner regardless of mileage, age of vehicle or ownership (original purchaser or subsequent purchasers). Whenever vehicles are subject to a safety recall are brought to your dealership for service, or taken into your dealership vehicle inventory, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is sold or released to the owner.

General Plan for Reimbursement of Pre-Notification Remedies

Mack Trucks Inc. will administer this plan through its Corporate Regulatory Compliance Department.

The provisions of this plan set forth the procedures to be followed for reimbursing owners (claimants) for the costs associated with repairs performed prior to notification of a recall, to remedy safety defects and non-compliances.

Required Information:

If the claimant's Mack vehicle is affected by a recall campaign and the claimant had the problem corrected at their own expense prior to receiving notification of the recall, Mack Trucks will reimburse the claimant by check for the reasonable amount paid for the appropriate pre-remedy repairs (i.e. the cost of parts, labor, taxes and disposal fees) in accordance with the provisions set forth in this document. In order to process each claim, the claimant **MUST** submit the following documentation to support the request to the Regulatory Compliance Department as specified in the section titled "*Contact Information*":

- Claimant's name, mailing address, and telephone number; and,
- The recall number, title, and description; and,
- The complete 17 digit Vehicle Identification Number (V.I.N.); and,
- A notarized statement by the claimant that the pre-notification repair addressed the defect specified in the owner notification letter; and,
- A copy of the repair invoice or receipt for the repairs.
 - The invoice / receipt must provide the VIN, total amount paid (i.e. total amount of reimbursement requested by the claimant), and include a breakdown of the parts, labor, and other costs.

Limitation of Claims

Mack Trucks will consider all claims, but may deny all or part of the claim for any of the following reasons:

- The vehicle was not part of the recall;
- The repairs were performed more than one (1) year prior to the date, that Mack Trucks notified the National Highway Traffic Safety Administration or Transport Canada, that a safety related defect or non-compliance exists;
- The repairs were performed more than 10 calendar days after the last mailing of the initial customer notification letter, pertaining to the recall;
- The vehicle was still covered by warranty or extended warranty on the date of repair which would have provided a free repair;
- If the receipt / invoice is not itemized by parts & labor;
- If the repair did not address the safety defect or non-compliance that led to the recall;
- If the repair was not reasonably necessary to correct the safety defect or non-compliance that led to the recall;
- If the claim is fraudulent;
- If the repair was not of the same type (repair, replacement, and refund) as the recall remedy;
- If adequate documentation as described above is not submitted to the appropriate address specified in this plan in the section titled "*Contact Information*".

Contact Information

Submit copies of all documentation supporting your claim to:

Mack Trucks Inc.

Regulatory Compliance Department

Attn: Regulatory Compliance Administrator

P.O. Box 26115

Greensboro, NC 27402-6115

Claims will be processed within 60 days of receipt