

## WOW Message to Servicing Dealers

### **Safety Campaign 20111-C Replacement of the Autoliv 15 Inch Steering Wheel on Certain W42 and W62 Commercial Chassis built from January 1, 2011 through May 25, 2011.** July\_, 2011

#### **ATTENTION: SERVICE MANAGERS, SERVICE ADVISORS, SERVICE TECHNICIANS AND WARRANTY ADMINISTRATORS**

Workhorse Custom Chassis (Workhorse) has decided that a defect which relates to motor vehicle safety exists in certain W42 and W62 commercial chassis built from January 1, 2011, through May 25, 2011, equipped with Autoliv 15 inch steering wheels.

The repair will involve the replacement of the Autoliv 15 inch steering wheel. Workhorse will ship the replacement steering wheel to the servicing dealer once the part has been ordered through Workhorse parts. The repair will be performed free of charge and take approximately 0.4 hours to complete. Adjust scheduling accordingly taking into consideration part ordering and receiving of the steering wheel. Advise the customer of the time frame required for completion.

#### **Vehicles Involved**

Certain W42 and W62 model commercial chassis built from January 1, 2011 through May 25, 2011 with an Autoliv 15 inch steering wheel

Dealers must check the WOW system to determine if the vehicle is affected by this Safety Campaign and requires the repair to be performed.

**NOTE: Verify your organization completes a VIN profile review (as noted above) before scheduling an appointment.**

#### **Parts Information:**

##### **W8007083 Kit- Campaign Steering Wheel ASM**

Kit Includes:

W0000051 Wheel ASM-Steering

W8001493 Decal-Campaign Completion

**(Note: the steering wheel kit W8007083 can be ordered through the Workhorse parts department)**

#### **Warranty Information:**

Claim Description---- Complete Safety Campaign 20111-C; pull the vehicles VIN profile to verify if the vehicle is affected by this Safety campaign; order part from Workhorse parts to complete the remedy repair; Apply a campaign completion sticker to the vehicle noting the completion of the campaign.

Claim Type Submission: Safety Campaign

Labor Operation: T2019 --- 0.4 hours

Thank you for your immediate attention regarding this matter and please inform your entire service team.