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Meritor Driveline Safety Recall C11A3 VN

Meritor Driveline Safety Recall C11A3

(JULY 2011)

SAFETY RECALL INFORMATION:

Meritor has identified a safety related defect in RPL25, 18MXL, and 18N coupling shafts and slipshafts (main) driveline assemblies produced at Meritor's Maxton, NC facility with tubing that had been processed by AcelorMittal at its Marion, Ohio facility.

The tubing used in the driveline assemblies may have been welded incorrectly along the length of the tube, which could result in the tube (i.e. shaft) fracturing when torque is applied. If the tube fractures, the drive shaft can twist and sever, which can damage other components on the vehicle, disable the vehicle, and/or cause debris to spill onto the roadway. Spillage of debris on the roadway can increase the risk of a vehicle crash and cause damage to other vehicles and injury to persons on the roadway.

VEHICLES AFFECTED:

Certain VN trucks manufactured by VOLVO between January 20, 2011 and February 3, 2011.

VEHICLE IDENTIFICATION NUMBERS (VIN):

There are 367 vehicles affected by this recall.

Required Parts

Parts MUST be ordered through Meritor's OnTrac system (See attached Meritor Procedure TP-1184, Issued 05-11). Contact the OnTrac Customer Service via email at OnTrac@Meritor.com or by calling 866-OnTrac1 (1-866-668-7221). A dedicated queue has been created within the OnTrac system to assure prompt assistance and delivery of the replacement parts. **Please select "7" at the beginning of the call when it asks for the language at the beginning of the call.**

IMPORTANT NOTES:

- The replacement drivelines will be provided free of charge and shipped directly to the dealer.
- Since the drivelines may vary in length based on the vehicle's wheelbase, there will be a leadtime of at least 3 days to manufacture and deliver a replacement driveline.
- In some cases only one shaft may need to be replaced, while other vehicles may need both the coupling and main slip shafts replaced.
- The part numbers of affected drive shaft assemblies are identified by the "OnTrac Customer Service Center".
- Interaxle drive lines are not impacted by this recall!
- Removed drivelines MUST be returned to Meritor's Central Material Return Center at 849 Whitaker Rd. Suite B, Plainfield Indiana 46168. Meritor's OnTrac customer service center will arrange for return shipping of the drivelines that have been removed. **The OnTrac case number and the six digit vehicle serial number must be written on the driveline before returning. The removed drivelines MUST not be reused!**

Repair Procedure

See attached Meritor Technical Procedure TP-1184, Issued 05-11. This procedure **MUST** be followed in its entirety.

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.)	R
Vehicle repaired per instructions	2-Modified per instructions
Labor Code	
Primary Labor Code 45101-0-01	0.8 hrs., Time allowed to replace one driveline per recall RVXX1104.
Primary Labor Code 45101-0-02	1.1 hrs., Time allowed to replace two drivelines per recall RVXX1104.
Time to take charge of vehicle and determine campaign status	17003-0-01 0.3 hr.
Handling Fee	\$ 250.00
Causal Part	20504532**
Authorization No.	RVXX1104

In some cases, the main and coupling drive shafts may have to be replaced, therefore we are providing an additional labor code. The primary labor codes are stand alone, therefore only one can be used per warranty claim.

** Causal Part Number provided above is for reference. The handling fee of \$250.00 shown above can be applied to the claim in other services section of the warranty claim. The handling fee is for the parts mark-up.

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.

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.



Technical Bulletin

Meritor RPL25 Series Permalube™ and 18MXL Series Drive Shaft Installation Procedures for Certain Chassis as Specified in Meritor Campaign C11AE

Hazard Alert Messages

Read and observe all Warning and Caution hazard alert messages in this publication. They provide information that can help prevent serious personal injury, damage to components, or both.

WARNING

To prevent serious eye injury, always wear safe eye protection when you perform vehicle maintenance or service.

Park the vehicle on a level surface. Block the wheels to prevent the vehicle from moving. Support the vehicle with safety stands. Do not work under a vehicle supported only by jacks. Jacks can slip and fall over. Serious personal injury and damage to components can result.

How to Obtain Additional Maintenance and Service Information

Refer to Maintenance Manual MM-96147, Drivelines, for additional information. To access this publication, visit Literature on Demand at Meritor.com.

Overview

This publication provides procedures for drive shaft replacements targeted for installation by the OEM because the tube welding process may not conform to specifications.

This installation only applies to specific shafts in a very limited number of vehicles. There is no need to perform this installation unless specifically contacted by the OEM or Meritor.

In some cases, only one shaft may need to be replaced while other chassis may need both the coupling and main slip shafts replaced. Inter-axle drivelines are not impacted by this installation.

Required Part Numbers

The part numbers for affected drive shaft assemblies will be identified by the OnTrac Customer Service Center. The part numbers vary by chassis and drive shaft position.

Replacement shaft assemblies will be supplied with the appropriate universal joints installed. Coupling shafts will have the center bearing pre-installed.

New universal joint-to-end yoke fasteners are provided with the drive shaft assemblies and should be used during service.

For coupling shafts, use new center bearing hanger fasteners. Refer to the appropriate OEM system for the part number.

Contact the OnTrac Customer Service Center Before You Begin

Contact the OnTrac Customer Service Center via email at OnTrac@Meritor.com or by calling 866-OnTrac1 (668-7221). A dedicated queue has been created within the OnTrac call system to assure prompt assistance and delivery of the appropriate replacement parts. Select "7" when at the language voice prompt.

The customer service representative will start a case number and place the order when all the necessary information is obtained. Please be prepared to supply the following information when you contact OnTrac.

- Your Meritor dealer ID
- VIN number
- Mileage
- Shipping information (if different than your Meritor dealer ID)

Installation Procedure

The procedure provided in this technical bulletin is for RPL design drive shafts. Refer to Maintenance Manual MM-96147 for other driveline series procedures.

1. Wear safe eye protection. Park the vehicle on a level surface. Engage the parking brake. Block the wheels to prevent the vehicle from moving.

- Identify the appropriate shaft or shafts to be removed from the vehicle. Both the original and replacement shaft will have a tag adhered to the tube indicating the part number. Identify the correct shaft(s) by matching the part number and chassis number. Any given vehicle may have anywhere from one to three shafts to be replaced. Figure 1.

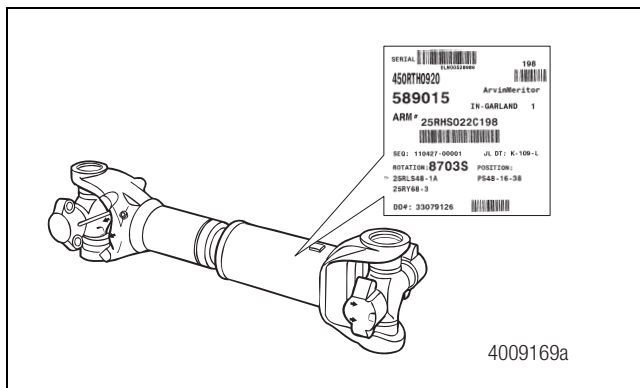


Figure 1

- Use a 12-point socket to loosen the four bolts (1/2 x 20 thread) located at one end of the driveline. Figure 2. For a coupling shaft (for example, a drive shaft with a center bearing), remove the end adjacent to the center bearing first.

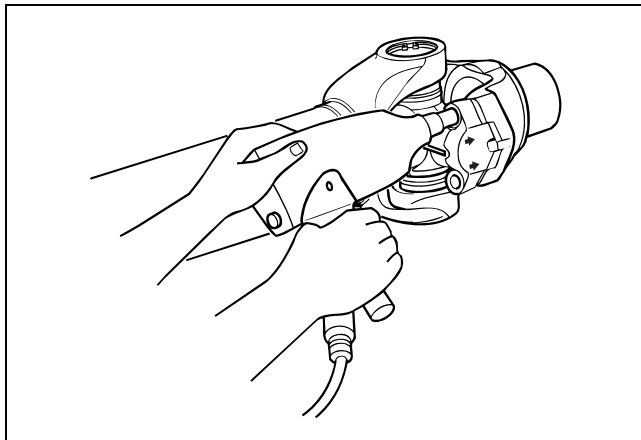


Figure 2

- Remove the bolts. Figure 3.

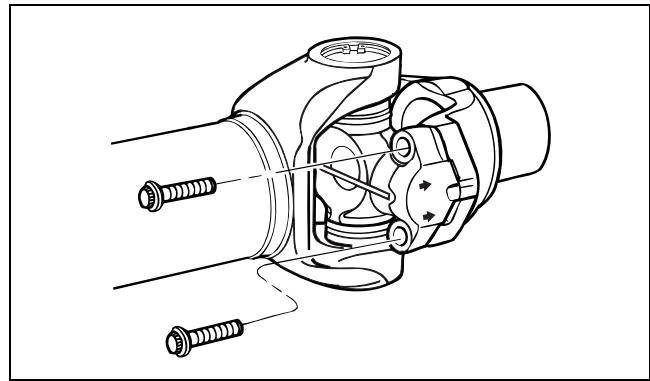


Figure 3

⚠ WARNING

A driveline assembly can weigh more than 100 pounds (46 kilograms). Always use lifting devices and the correct procedures when you handle drivelines to prevent serious personal injury and damage to components.

- Support the driveline when you remove it from the end yoke.
- If necessary, use an appropriate tool to tap the wing bushing from the end yoke. Figure 4.

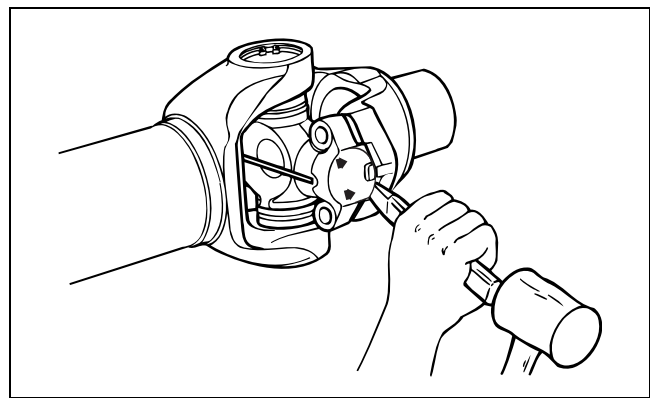


Figure 4

- For coupling shaft assemblies, remove the center bearing-to-bracket fasteners.
- Repeat Steps 3 through 6 to disconnect the universal joint from the end yoke at the other end of the drive shaft.
- Place the replacement drive shaft assembly into position.
- Install and hand tighten the new fasteners included with the new shaft.

⚠ WARNING

If you do not correctly install the universal joint and end yoke, the bushings on an RPL series driveline will not correctly seat in the yoke, which can cause the capscrews that secure the universal joint to fatigue under normal operating conditions. Serious personal injury and damage to components can result.

11. Use a torque wrench to tighten the fasteners to specification using an alternating tightening pattern. Refer to the torque specification table at the end of this bulletin.
12. For coupling shaft assemblies, perform the following steps.
 - A. Install new center bearing-to-bracket fasteners by hand.
 - B. Align the center bearing assembly so that the assembly minimizes driveline angularity, and does not result in any at rest side load of the center bearing rubber.
 - C. Tighten the new center bearing fasteners to OEM specifications.
13. Paint the new drive shaft assemblies.
14. Return the vehicle to service.
15. Contact OnTrac and notify them that the installation procedure is complete. The OnTrac customer service representative will arrange for the removed drive shaft(s) to be picked up and the OnTrac case will be completed.

Model	Component	Torque Specification
RPL25 Series Permalube™	Universal joint fasteners	115-135 lb-ft (156-183 N•m)
18MXL Full Round	Full-round cover plate fasteners	38-48 lb-ft (52-65 N•m)
18MXL Easy Service	EasyService™ straps/ fasteners	115-135 lb-ft (156-183 N•m)



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