

Safety Recall

Subject: STEERING ARM BOLT INSPECTION

Date: April 9, 2012

Bulletin: RCB-013-11

Campaign #: M0240

Affected Models: Certain 2011 and 2012 MY NE8J Conventional model trucks equipped with Meritor front axles.

Important: Verify on the Hino DCS Warranty System that the vehicle still needs to have this work performed.

Condition:

In some axles the steering arm attachment bolts may not have been properly torqued. If this condition were present the bolts could loosen further, fracture, or ultimately fall out causing a loss of steering control. If this condition were ignored it could ultimately result in an accident.

Subject Vehicles:

Certain 2011MY and 2012MY NE8J Hino Conventional Trucks assembled at the Williamstown, WV assembly plant containing Meritor front axles.

Before You Begin:

Read and understand all instructions and procedures before you begin. Read and observe all Caution and Warning safety alerts that precede these instructions while following these procedures. The alerts help to avoid damage to components, serious personal injury, or both.

!!! WARNING !!!

Park the vehicle on a level and solid surface

Apply the parking brake and confirm parking brake activation

Place wheel chocks in front and behind rear wheels.

Support the vehicle with safety stands.

DO NOT WORK UNDER A VEHICLE WITHOUT SAFETY STANDS IN PLACE.

Jacks can slip or fail, resulting in serious personal injury as well as damage to components. Confirm the engine is stopped, the starter switch is in the off (LOCK) position, and the key is removed.

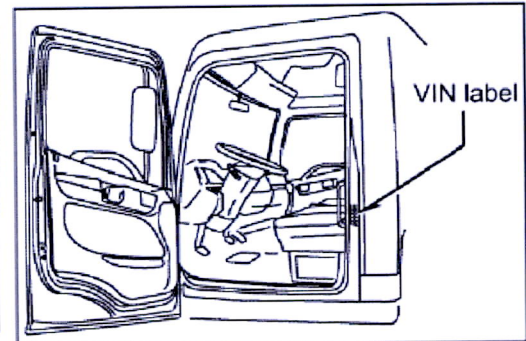
Wear safety glasses to prevent eye injuries.

Safety Recall

Once Recall Is Completed
Complete a recall sticker and affix to the left door jam above the V.I.N. decal.



HINO 
A Toyota Group Company
Campaign No.: _____
Dealer code: _____
Repair date: ____/____/____
(MM/DD/YY)
DO NOT REMOVE



PARTS REQUIRED:

PART NUMBER	DESCRIPTION	QUANTITY
S11232B1	Steering Arm Bolts(2 included)	If Required
A13111E3593	Knuckle (Axle No. MFS08113)	If Required
1229F4842	Tabbed Lock Washer	If Required
2208C835	Hubcap Gasket	If Required
A1205T2334	King Pin Grease Seals	If Required
A1205C2161	Inner Oil Wheel Bearing Seal	If required

NOTICE: If you have any questions or concerns during inspection, assembly or repair, contact OnTrac for additional support. Phone 1-(866)-668-7221

This bulletin contains three separate sections and each of the sections has numbered paragraphs:

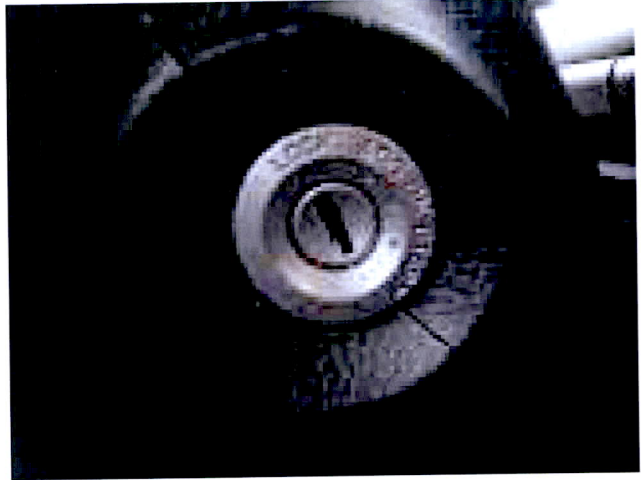
- **INSPECTION PROCEDURE**
- **STEERING ARM BOLT TORQUE CHECK**
- **REPAIR PROCEDURE**

Depending upon the results of the **INSPECTION PROCEDURE**, you may be directed to refer to one or both of the other sections

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INSPECTION PROCEDURE:

1. Park the vehicle on level ground.
2. Confirm the engine is stopped, the starter switch is in the off (LOCK) position, and the key is removed.



3. Apply the parking brakes.

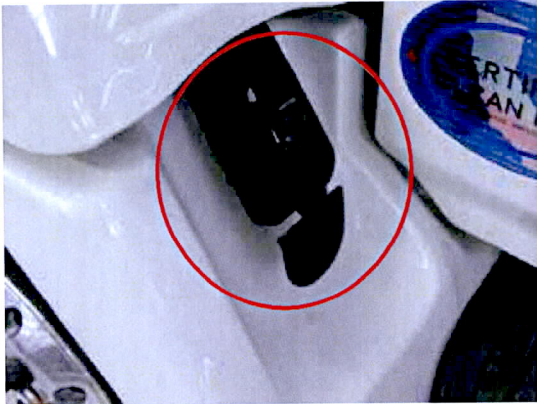


4. Chock all of the wheels.

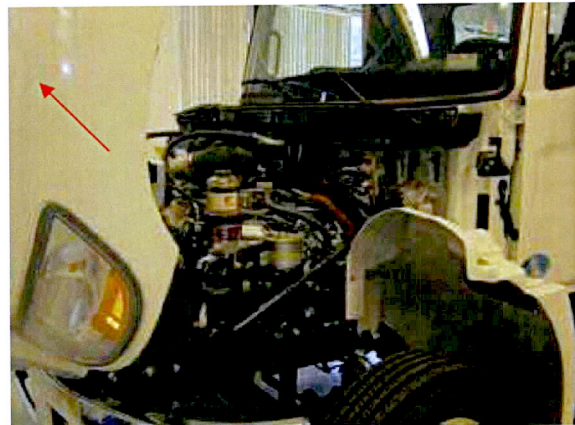


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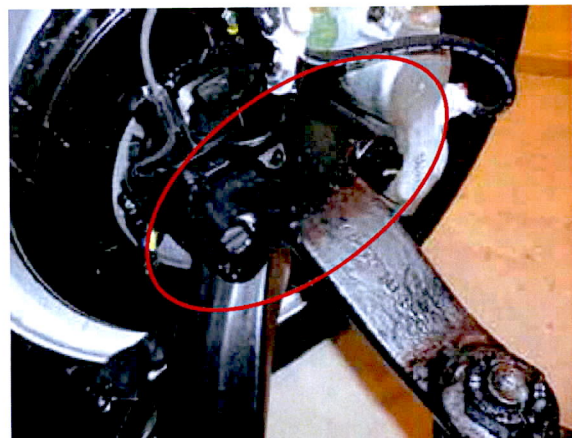
5. Release both the driver and passenger side hood latches.



6. Raise hood



7. Locate the steering arm and knuckle union behind the driver side front wheel.



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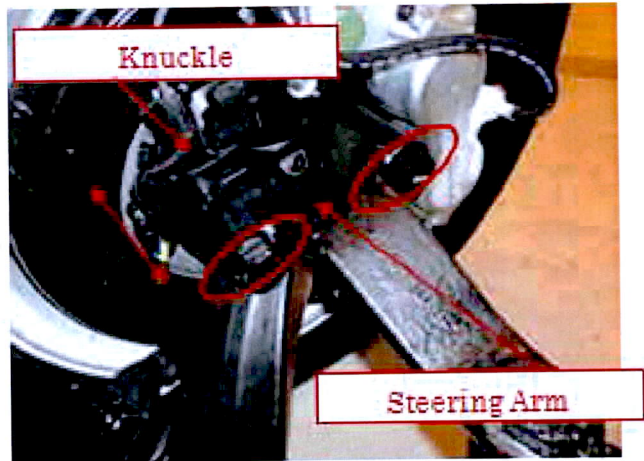
8. Visually inspect the steering arm to knuckle union. Is there any visual clearance or sign of bolt looseness indicating that the steering arm is separating from the knuckle?

- **Yes**

Proceed to the “**Repair Procedure**”.

- **No**

Proceed to **Step 9**..



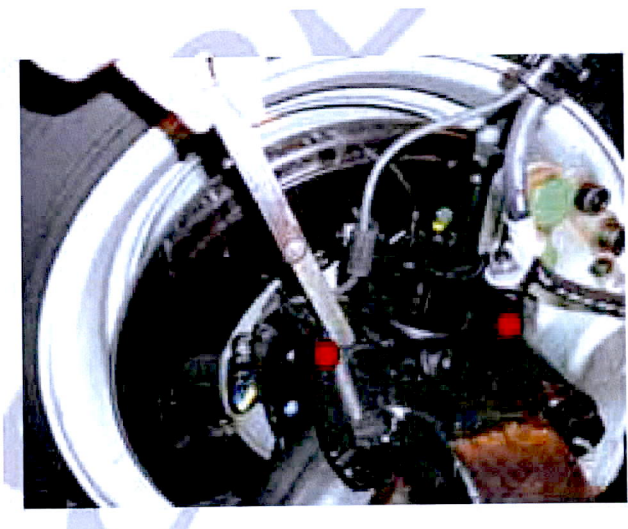
9. Use a .005” feeler gauge and try to slide it between the steering arm and knuckle mating surface. Does the feeler gauge fit between the steering arm and knuckle?

- **Yes**

Proceed to the “**Repair Procedure**”.

- **No**

Proceed to the “**Steering Arm Bolt Torque Check**”..



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Steering Arm Bolt Torque Check:

1. Using a properly calibrated torque wrench, check and document the break away torque on each of the two steering arm bolts when rotating them in the clockwise (tightening) direction. Do either of the steering arm bolts move in the clockwise (tightening) direction before reaching the specified torque value?

NOTICE: If using a properly calibrated “clicker” style torque wrench, set it to the low side of the specified torque value (360 lb.ft.). If the either of the steering arm bolts move in the clockwise (tightening) direction before reaching the minimal value Specified Torque Value (360 lb.ft.), the result of the inspection would indicate that the steering arm bolt(s) are set under the minimum required torque.

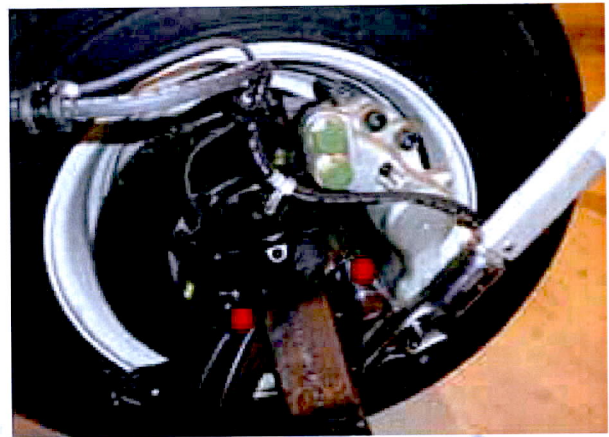
Specified Torque Value: 360-470 lb.ft.

Yes

Proceed to **Step 1** “Repair Procedure”.

No

Proceed to **Step 2**.



2. Using a properly calibrated torque wrench, tighten to the specified torque value.

Specified Torque Valve: 410 lb. ft.

Proceed to **Step 4** in the “Repair Procedure”.



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REPAIR PROCEDURE:

1. Raise the front of the vehicle until the front wheels are off the ground. Support the vehicle safely with safety stands.



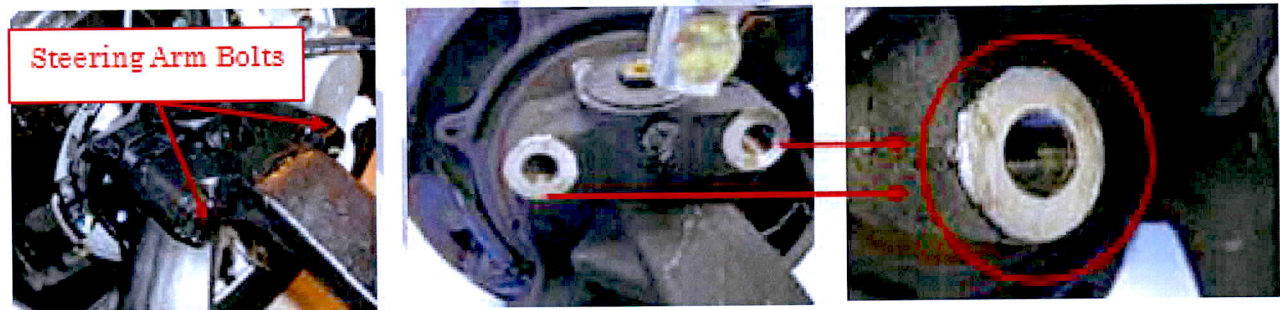
2. Remove the steering arm bolts and steering arm from the knuckle. Visually inspect the threads located on the knuckle that receive the steering arm bolts. Is there any damage to the threads on the knuckle?

Yes

Knuckle and steering arm bolt replacement is required.

No

Steering arm bolt replacement is required.

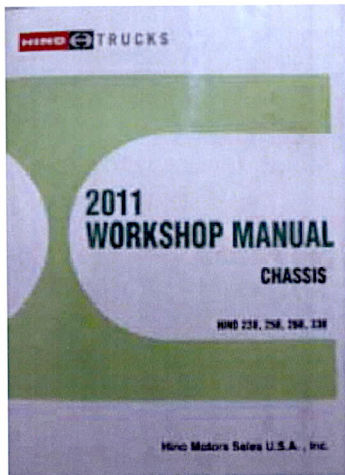


3. IF REPLACING THE STEERING KNUCKLE, PLEASE CONTACT MERITOR TO REVIEW YOUR INSPECTION RESULTS. YOU CAN CONTACT MERITOR(OnTrac) AT 1-(866)-668-7221.

Refer to the following publications for instructions for replacement of the knuckle, knuckle and steering arm bolts or just replacement of the steering arm bolts. Please note: If you are replacing the knuckle, the following parts will also require replacement: the tabbed lock washer, the hubcap gasket, the king pin seals and the inner oil wheel bearing seal will also require replacement.

Safety Recall

- Hino 11MY or 12MY Chassis Workshop Manual
- Meritor Front Non-Drive Steer Axles Maintenance Manual 2
- Meritor Wheel-End Components Maintenance Manual MM-0409



NOTICE: If you have any questions or concerns during inspection, assembly or repair of the front axle, contact OnTrac for additional support.

- Phone 1-(866)-668-7221

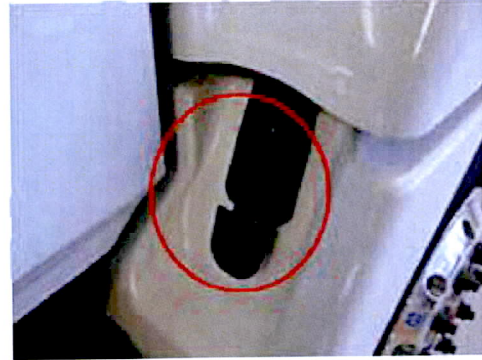
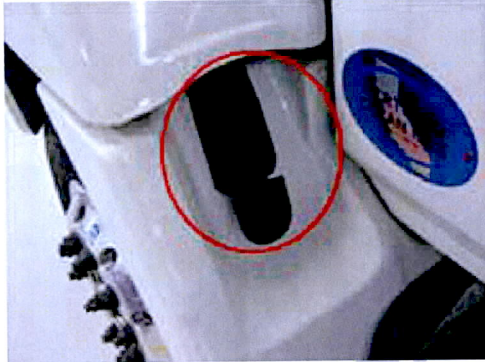
NOTICE: The Meritor MM-2 and MM-0409 Manuals are available on line at www.meritor.com/customer/northamerica/lod/default.aspx.

4. Close the hood.



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5. Secure and lock both the driver and passenger side hood straps.



6. No further inspection or repairs are required. The inspection or repair is complete. Confirm all components that were disassembled, loosened or replaced have been reassembled and tightened using the correct procedures posted in the publications provided. The vehicle can be returned to the customer.

Claim Application:

NOTE: The OnTrac authorization number must be listed in the claim text if knuckle replacement was required.

Inspection and re-torque:

Campaign No.: M0240
Labor Charge: 0.5
Warranty Code: 5126198
Operation Code: 51250AOT
Original Part No.: 999999995

Inspection and bolt replacement:

Campaign No.: M0240
Labor Charge: 1.0
Warranty Code: 5126198
Operation Code: 51250AOT
Original Part No.: S11232B1

Inspection, knuckle, and bolt replacement:

Campaign No.: M0240
Labor Charge: 6.2
Warranty Code: 5126198
Operation Code: 51201BRE
Original Part No.: A13111E3593