

# SAFETY RECALL

Volvo Trucks North America  
Greensboro, NC USA

**VOLVO**

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Date	Number	Release	Page
07.2016	<b>RVXX1605</b>	<b>01</b>	1 (11)

## Meritor Steer Axle, Replacement

**VN**

### SAFETY RECALL INFORMATION:

(July 2016)

VOLVO Trucks has determined that a defect which relates to motor vehicle safety exists in certain VN trucks equipped with Meritor axles manufactured from March 24, 2012 to April 11, 2012. A total of 4 axles out of a 231 axle lot were improperly heat treated causing a non-conforming metallurgical microstructure. The 231 axles in the lot are to be inspected for the heat code “**AG**” and the axle serial number. If both the heat code “**AG**” and the axle serial number is in the list on pages 5 and 6, the axle will need to be inspected and/or replaced according to the inspection and replacement procedures outlined in this safety recall.

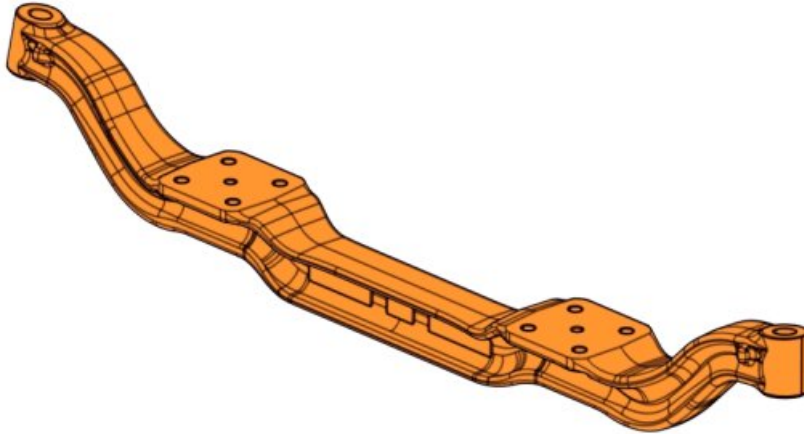
VOLVO Trucks has received no reports of personal injury as a result of this condition. Therefore, VOLVO considers this as a proactive measure to protect the public and VOLVO’s customers from the potential risk associated with this defect.

### VEHICLES AFFECTED:

Certain 2013 VOLVO VN model trucks manufactured from 04/16/2012 through 05/04/2012.

### VEHICLE IDENTIFICATION NUMBERS (VIN):

The number of vehicles affected by this recall is 148 (129 USA, 16 Canada, and 3 Mexico).



**Replacement Parts:**

Replacement parts are currently available and if needed will be provided by Meritor at no cost. The repair facilities should obtain replacement parts by contacting Meritor's OnTrac Performance Plus Call Center by using any of the methods below:

Phone: 1-866-668-7221

Fax: 248-435-5580

Email: [ontrac@Meritor.com](mailto:ontrac@Meritor.com)

**Parts Disposition:**

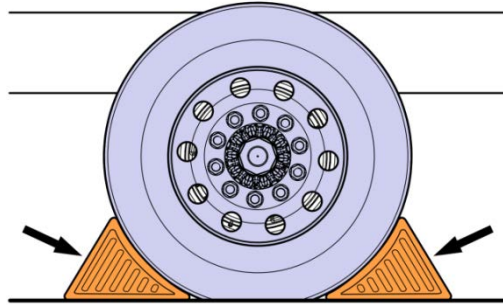
Contact:

- Meritor OnTrac Customer Call Center at 1-866-668-7221
- email [ontrac@meritor.com](mailto:ontrac@meritor.com), and inform OnTrac the axle was removed and is ready for shipment back to Meritor. OnTrac will arrange for part pickup.

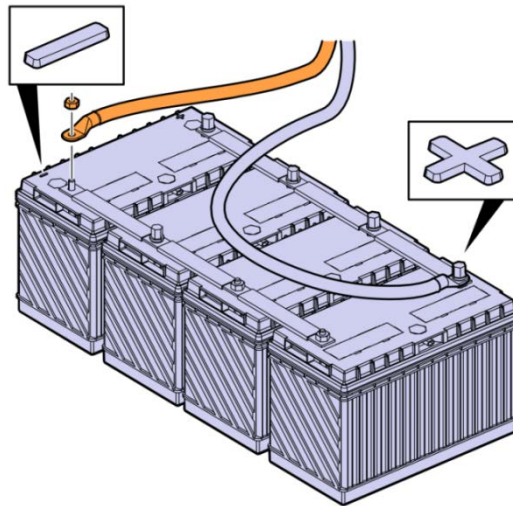
<b>NOTE</b>
The Illustrations shown in this document are used for reference only and may differ slightly from the actual vehicle being serviced. However, the replacement procedure represented as accurately as possible.

### Decommissioning the Truck for Inspection or Repair:

1. Secure the vehicle for service by parking on a flat and level surface, placing the transmission in neutral, applying the parking brake, turning the ignition key to the OFF position, and chocking the front wheels.



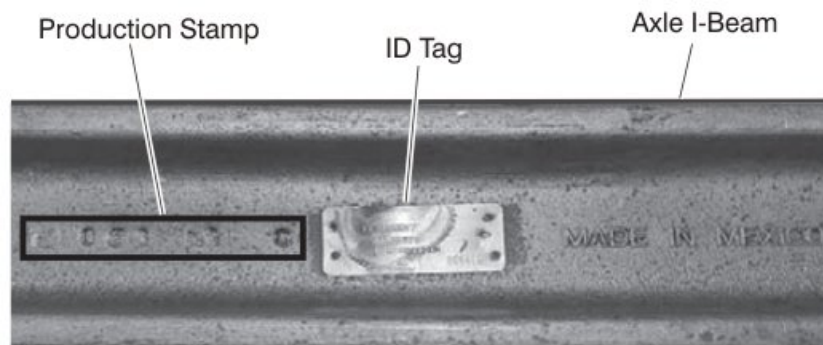
2. Disconnect the cable from the battery's negative (ground) terminal.



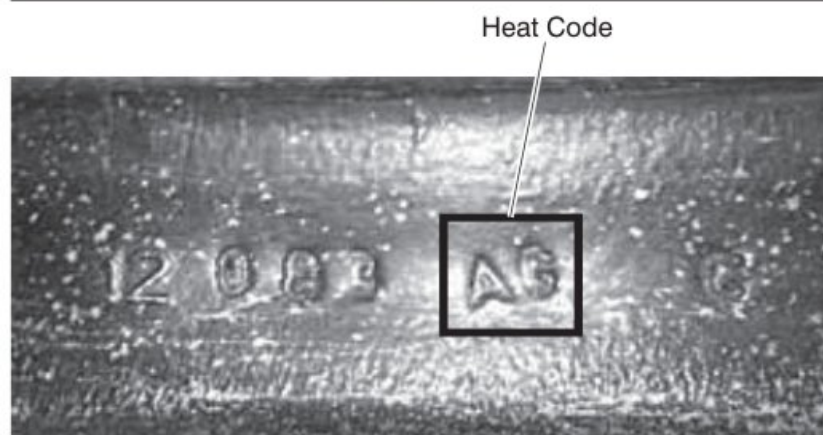
### Meritor Steer Axle, Inspection:

1. Find and record the heat code stamped on the axle and the axle serial number located on the identification tag at the front/center of the steer axle. See Figures 1, 2, and 3.

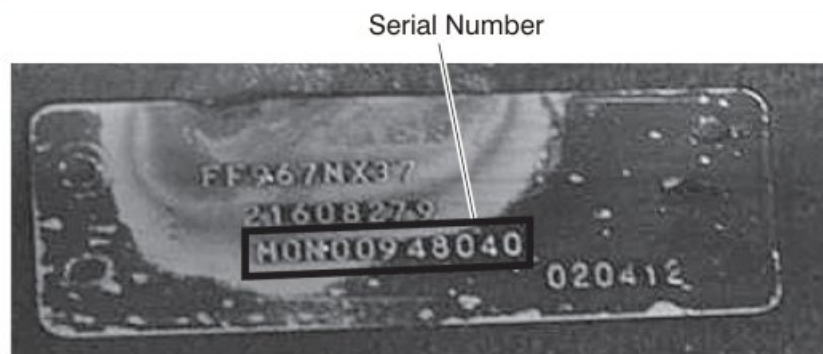
NOTE
It may be necessary to clean paint and debris from the area in order to see the numbers.



**Figure 1**



**Figure 2**



**Figure 3**

2. Ensure the heat code is “**AG**”, as shown in Figure 2.
3. Check the axle serial number against the list on page 5 (Figure 4) of this safety recall.

**NOTE**

**If both the heat code is “AG” and the axle serial number is on the list**, the axle will require replacement according to the replacement procedures in this safety recall. Before you begin service, contact the Meritor OnTrac™ Customer Call Center at 866-668-7221 or email the center at ontrac@meritor.com. Use the pre-call worksheet on page 10 of this safety recall to collect required information. OnTrac will create a case number and send you the kit required for service.

**NOTE**

**If either the heat code is NOT “AG” or the axle serial number is NOT on the list**, follow the OEM’s program guidance to close out the program warranty claim. Record the heat code and axle serial number in the OEM claim comments. Return the vehicle to the owner.

**Figure 4, Axle Serial Number List**

MON00935485	MON00942022	MON00948031	MON00949255	MON00950544	MON00954223	MON00955939
MON00935489	MON00942023	MON00948034	MON00949256	MON00950545	MON00954226	MON00956250
MON00937133	MON00942024	MON00948035	MON00949257	MON00950546	MON00954227	MON00956251
MON00937136	MON00942025	MON00948804	MON00949258	MON00950547	MON00954229	MON00956252
MON00937137	MON00942026	MON00948805	MON00949259	MON00952251	MON00954232	MON00956253
MON00938135	MON00942027	MON00948806	MON00949260	MON00952252	MON00954233	MON00956254
MON00938185	MON00942028	MON00948807	MON00949261	MON00952253	MON00954283	MON00956255
MON00938191	MON00942029	MON00948808	MON00949262	MON00952256	MON00954285	MON00956256
MON00938195	MON00942030	MON00948809	MON00949265	MON00952259	MON00954286	MON00956257
MON00938205	MON00944927	MON00948810	MON00949267	MON00952260	MON00954287	MON00956258
MON00938207	MON00944953	MON00948812	MON00949271	MON00952263	MON00954289	MON00956259
MON00938208	MON00944954	MON00948813	MON00950520	MON00952265	MON00954290	MON00956260
MON00938210	MON00944958	MON00948814	MON00950521	MON00952266	MON00954958	MON00956261
MON00938212	MON00944964	MON00948815	MON00950523	MON00952269	MON00954960	MON00956262
MON00938215	MON00944990	MON00948816	MON00950524	MON00952274	MON00954961	MON00956263
MON00938216	MON00944992	MON00948817	MON00950525	MON00952276	MON00954962	MON00956264
MON00938217	MON00944995	MON00948818	MON00950526	MON00952434	MON00954963	MON00956836
MON00939477	MON00944997	MON00948819	MON00950527	MON00952435	MON00954964	MON00956837
MON00939478	MON00945022	MON00948820	MON00950528	MON00952438	MON00954965	MON00956838
MON00940774	MON00945023	MON00948823	MON00950529	MON00952439	MON00954966	MON00956839
MON00940780	MON00945024	MON00948825	MON00950530	MON00952440	MON00954967	MON00956840

<b>Axle Serial Number List (continued)</b>						
MON00940790	MON00945025	MON00948826	MON00950531	MON00952441	MON00954968	MON00956841
MON00940791	MON00945026	MON00948827	MON00950532	MON00952442	MON00954969	MON00956842
MON00940793	MON00945027	MON00948828	MON00950533	MON00952443	MON00955929	MON00956843
MON00940794	MON00945032	MON00948829	MON00950534	MON00952444	MON00955930	MON00956844
MON00940795	MON00946022	MON00948830	MON00950535	MON00952445	MON00955931	MON00957178
MON00942015	MON00947551	MON00948831	MON00950536	MON00952446	MON00955932	MON00957179
MON00942016	MON00947552	MON00948832	MON00950537	MON00952447	MON00955933	MON00957186
MON00942017	MON00947554	MON00948833	MON00950538	MON00952448	MON00955934	MON00957187
MON00942018	MON00947556	MON00949251	MON00950539	MON00952449	MON00955935	MON00960986
MON00942019	MON00947557	MON00949252	MON00950540	MON00952450	MON00955936	MON00960987
MON00942020	MON00947558	MON00949253	MON00950541	MON00952451	MON00955937	MON00960988
MON00942021	MON00947559	MON00949254	MON00950543	MON00952452	MON00955938	MON00961040

**Figure 4**

**Meritor Steer Axle, Removal:**

<b>NOTE</b>
This procedure will require referencing VOLVO's procedures for completion. Please acquire all needed references prior to starting the repair.

<b>NOTE</b>
Most of the hardware in this procedure will be reused. Make sure to perform procedures in a clean, orderly manner to ensure easy installation.

1. Using the proper lifting equipment, lift and support the vehicle with safety (jack) stands.

<b>NOTE</b>
Wear safe eye protection while removing the steer axle assembly.

2. Remove both front tire and wheel assemblies.

3. Remove both front drums.
4. Remove both front hubs.
5. Disconnect the air line to the brake chamber.
6. Disconnect the Anti-Lock Braking System (ABS) sensor.
7. Remove both front brake assemblies.
8. Remove the cotter pin and nut from the steering arm end of the drag link.
9. Remove the drag link socket from the steering arm. Leave the socket intact on the drag link.
10. Support the I-beam. Remove the U-bolt nuts and washers. Remove the U-bolts.
11. Remove the I-beam. Keep the right and left caster shims and other suspension hardware apart so they can be reinstalled on the same side they were originally located.
12. Contact the Meritor OnTrac™ Customer Call Center at 866-668-7221 or email the center at [ontrac@meritor.com](mailto:ontrac@meritor.com). Inform OnTrac™ that the axle was removed and is ready for shipment back to Meritor. OnTrac™ will arrange for pickup.

**Meritor Steer Axle, Installation:**

1. Place the new I-beam into position, ensuring that the metal tag is located toward the front of the vehicle. Reinstall the existing suspension components and shims on the side they were originally installed.

<b>NOTE</b>
Refer to VOLVO's service instructions for correct assembly procedures and specifications.

2. Reinstall the drag link. Tighten the nut to VOLVO's specification. Secure the nut with a cotter pin.
3. Install both brake assemblies. Ensure they are oriented in the same position as the original. Tighten the fasteners to specification.
4. Reconnect the ABS sensor cable.
5. Reconnect the air line to the brake chamber.

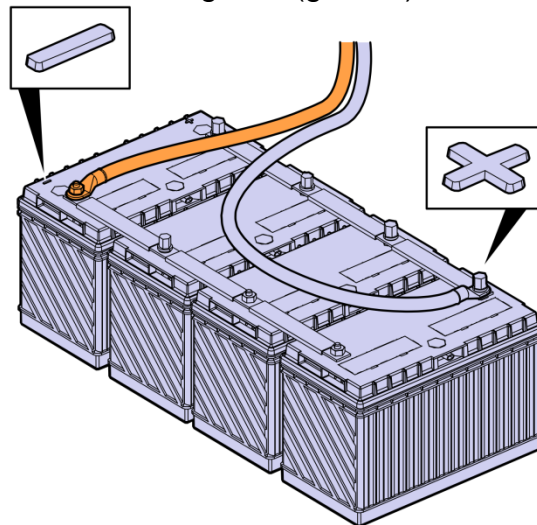
6. Install the hubs.

<b>Hub Installation Steps</b>	
<b>Step</b>	<b>Procedure</b>
A	Install the new wheel seal provided in the kit.
B	Measure and adjust the wheel end play. Refer to VOLVO's recommended instructions for adjusting the wheel end play and final nut torque specifications for the clamping pack used. Measure end play using a dial indicator to achieve the correct end play setting. Record final end play settings.
C	Install the new hub cap gaskets provided in the kit.
D	Fill the hubs with VOLVO's suggested lubricant. Check the lubricant level again prior to releasing the vehicle.

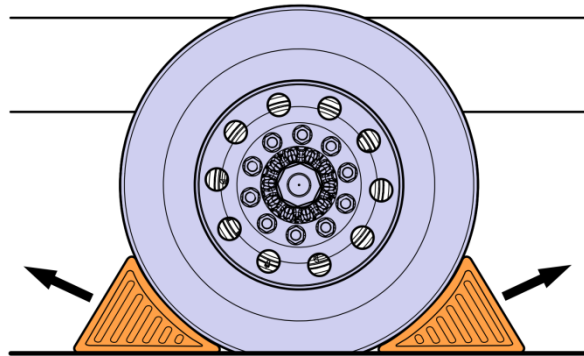
7. Install the drums.
8. Install the wheel and tire assemblies according to VOLVO's recommended instructions.
9. Adjust the brakes.
10. Grease the king pins and tie-rod ends.
11. Using a jack, lift and remove the vehicle from the safety (jack) stands.

**Commissioning the Truck for Operation:**

1. Connect the battery cable to the negative (ground) terminal.



2. Start the engine, build the proper air system pressure, check for air leaks, and proper service/park brake operation.
3. Remove the wheel chocks.



4. Perform an alignment.
5. Release the vehicle to the end user.
6. Complete the OEM program claim submittal.



Meritor Customer Call Center



Case # AM

Authorization # ARM

## PRE-CALL WORKSHEET

**\*Meritor ID Number:** \_\_\_\_\_

### \*Vehicle Information

Last 8 Digits

\*17 Digit VIN Number: \_\_\_\_\_  
(17 Digits)

\*Vehicle Make: \_\_\_\_\_ Vehicle Model: \_\_\_\_\_ Vocation: \_\_\_\_\_

Vehicle Owner/Fleet Name: \_\_\_\_\_ Vehicle Owner Unit #: \_\_\_\_\_

\*In Service Date:   /  /   Mo Day Yr      Vehicle Build Date:   /  /   Mo Day Yr

### Part / Component Information

Meritor Component Model Number: \_\_\_\_\_

Meritor Component Serial Number: \_\_\_\_\_

### \*Repair Facility Information

\*Contact Name: \_\_\_\_\_ \*Phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

Work Order Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

\*Failure Date:   /  /   Mo Day Yr      \*Odometer Reading: \_\_\_\_\_ MI \_\_\_\_ KM \_\_\_\_ HRS \_\_\_\_\_

### \*Work Order Detail / Customer Complaint

### Meritor WABCO Only — Diagnostic Trouble Codes

SID/FMI # \_\_\_\_\_

Active y/n? \_\_\_\_\_

### Service Part Only

Component Purchase Date:   /  /   Mo Day Yr      Original Invoice Number: \_\_\_\_\_

Mileage on Component: \_\_\_\_\_

**Reimbursement:**

<b>This repair is covered by an authorized Safety Recall campaign. Reimbursement is obtained through the normal claim handling process.</b>	
	<b>UHP Reimbursement</b>
<b>Claim Type</b> (used only when uploading from the Dealer Business System)	R
<b>Recall Status</b>	
Vehicle repaired per instructions	1-Modified per instructions
<b>Labor Code</b>	
Primary Labor Code (Steer Axle, Inspection)	6000-06-09-01 0.3 hrs
Labor Code (Steer Axle, Replacement)	6110-03-09-01 10.1 hrs
Time to take charge of vehicle and determine campaign status	1700-16-01-01 0.3 hrs
<b>Causal Part</b>	21608275
<b>Authorization Number</b>	C6578

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.