



# SAFETY RECALL BULLETIN

## NHTSA RECALL 17V-534 Transport Canada Recall 2017-438

AUTOCAR Industries, LLC SAFETY RECALL MDTT-1701

September, 2017

### Attention:

Service Managers/Parts Managers

### Subject:

Autocar and Dana have determined that a safety defect exists in the steer knuckle and tie rod connection of the steer axle in certain 2016 model-year Xpert and Xspotters.

### Safety Recall Information:

This Safety Recall Bulletin provides the procedure for inspecting and replacing (if necessary) of the tie rod stud and knuckle of the steer axle.

Reference DANA Information Bulletin ABIB-1701 (see pages 5 through 9).

### Vehicles Affected:

There are 30 vehicles affected, manufactured after March 2, 2015. To determine if a vehicle is affected by this recall, log in to the Autocar Warranty Management System at [www.autocartruck.com](http://www.autocartruck.com). Click on the blue "Warranty Management" diamond on the right hand side of the page. From the main menu, select "View Recalls/Service Programs" and look for the Autocar recall number above. An excel file will be accessible with the VIN list of affected vehicles. Alternatively, to determine if a single vehicle is affected, select "VIN Profile" from the main menu. In the "Chassis Number" field, enter the last 6 of the VIN. Once the VIN profile is displayed, scroll down to the "Recall/Service Program Information" section to determine if the recall is open.

### Service Responsibility:

Service sites must perform this recall on affected vehicles at no charge to the owner regardless of vehicle mileage, age or ownership. If a vehicle affected by this recall is taken into or is currently in your vehicle inventory, or at your center for service, you must perform this recall before the vehicle is sold or released to the owner.

### Required Parts:

Reference DANA Information Bulletin ABIB-1701 (see pages 5 through 9).

### To Obtain Parts:

Reference DANA Information Bulletin ABIB-1701 (see pages 5 through 9).

### Claims for Reimbursement:

**IMPORTANT NOTE:** All recall claim processing and parts orders must be directed to Dana's Real Time Warranty group. Please do not try to file claims through your OEM warranty process.

### Claim Coding Information:

Reference DANA Information Bulletin ABIB-1701 (see pages 5 through 9).

### Tools Required:

Reference DANA Information Bulletin ABIB-1701 (see pages 5 through 9).

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### Safety Notices



#### WARNING

To prevent eye injury, always wear eye protection when performing vehicle maintenance, service or inspection.



#### WARNING

Before working on a vehicle, set the parking brake, place the transmission in neutral and block the wheels. Failure to do so can result in unexpected vehicle movement and can cause serious personal injury or death.

### Working on CNG/LNG Trucks

#### SAFETY INSTRUCTIONS

If you store or dispense Compressed Natural Gas (CNG) or Liquefied Natural Gas (LNG), or if you work on CNG or LNG trucks, your location must be fully compliant with applicable codes, regulations and standards, including National Fire Protection Associate (NFPA) codes, Society of Automotive Engineers (SAE) standards, American National Standards Institute (ANSI) Natural Gas Vehicle (NGV) standards, the United States Code of Federal Regulations (CFR) and your state and local fire and other applicable codes (including, for example, the California Code of Regulations and the Texas Administrative Code).

Contact your local fire department for guidance and additional compliance information.

Technicians working on Autocar trucks with CNG or LNG engines must be trained in the proper repair of CNG and LNG trucks and engines and the safe storage and dispensing of CNG and LNG.

### Working on CNG Fuel Systems



#### WARNING

CNG fuel systems include a high pressure (3600 psi) system for fuel storage and a low pressure system (125 psi) for consumption by the engine. Understanding the characteristics of CNG and how the fuel system works will prevent injury and damage to persons and property.

Attempting to operate or maintain any CNG fuel system without proper training is dangerous. Complete training and consult instructional bulletins from the CNG system suppliers, such as Agility Fuel Systems' Field Service Bulletin, Safely Working on CNG Fuel Systems.

### Welding and Hot Work Near CNG and LNG Trucks



#### WARNING

Welding, grinding and other "hot work" can be safely performed on or near a CNG or LNG vehicle, but certain precautions must be followed. Understand and perform the necessary precautions provided by the CNG system suppliers, such as Agility Fuel Systems' Field Service Bulletin, Welding and Hot Work Precautions Near CNG and LNG Vehicles.

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### CNG Cylinders



CNG fuel containers must meet Federal Motor Vehicle Safety Standard (FMVSS) 304 (Compressed Natural Gas Fuel Container Integrity) and/or ANSI/CSA NGV2 (Basic Requirements for Compressed Natural Gas Vehicle Fuel Containers). Both standards specify a detailed visual examination every three years.

Ensure that every truck owner completes the required inspections, in accordance with the applicable standards and other resources, such as the Clean Vehicle Education Foundation and NGV America's Compressed Natural Gas (CNG) Container Visual Inspection Advisory.

FMVSS 304 also requires that cylinders not be used after the end of life (EOL) date provided on the tank label. The EOL date is also displayed in the engine compartment and at the fueling connection of each truck. If there is any question as to proper decommissioning of a cylinder, contact the manufacturer, whose name and address is also required to be on the label.

### CNG Fuel Container Pressure Relief Devices (PRDs)



PRDs must be properly maintained and positioned for safe operation of a CNG fuel system. Missing vent caps can allow moisture into PRDs and vent lines, which can freeze and damage these safety components. Debris which clogs the PRDs and/or vent lines can prevent proper function.

PRDs must be positioned to vent upward, not outward, from a vehicle.

Ensure that every truck owner completes periodic inspections of the PRDs and vent lines and systems, in accordance with guidance provided by the system component suppliers.

### Alert First Responders to CNG and LNG



In the event of a fire or other emergency, alert first responders to the presence and location of CNG fuel systems, tanks and dispensers. Ensure that emergency personnel are aware of proper precautions, such as those provided in Agility's *First Responder Guide: CNG and LNG Vehicle Fuel Systems*.

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### CAUTION

#### LOCKOUT/TAGOUT PROCEDURES

Before entering the vehicle or vehicle body, read and follow OSHA regulations concerning entry and working in “CONFINED SPACE” OSHA 1910.146 and “LOCKOUT/TAGOUT” OSHA 1910.147. Follow OSHA regulations while performing any work on the vehicle. The vehicle must be disabled by the following steps before performing any work on the vehicle:

1. Place the transmission in NEUTRAL.
2. Set the parking brake.
3. Shut the engine OFF.
4. Lock cab doors, keep the key in your pocket. Block the wheels before entering the body or performing any work on the vehicle.
5. Turn the battery disconnect switch OFF, if equipped.
6. Completely drain the air from the primary/A system and secondary/B system by opening the drain valves on the air tanks themselves or by using the drain manifold if supplied. When draining the air tanks, do not look into the area where air is draining. Dirt or sludge particles may be expelled in the air stream and can cause eye injury.
7. Place magnetic “DANGER” signs on both cab doors before entering the body or performing any work on the vehicle.
8. Take proper precautions before working under the vehicle. Use ramps approved for the weight of your vehicle, or use floor jacks and stands. Never work under a vehicle supported by jacks alone. Always use jack stands to support the vehicle.

Reference DANA Information  
Bulletin ABIB- 1701  
(see pages 5 through 9):

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### Dana® Spicer® Steer Axle

#### Information Bulletin

ABIB-1701

Bulletin Type: Warranty Information

Topic: Steer Knuckle Recall Process – Recall Number 17E041

**Affected Model:** All

#### Description

Dana has identified a group of steer axles manufactured between March 1, 2015 and May 17, 2015 that will require the inspection of the nut torque on tie rod end assemblies. The process below will give you step by step instruction how to file a recall claim, inspect suspect components, order replacement parts and close out the claim.

#### Standard Repair Times

Inspected tie rod ends for movement and proper torque (both sides) **.5 hours**

Knuckle replacement (per side) – **4 hours**

Tie rod end replacement (per side) – **.5 hours**

Set steer axle toe - **.3 hours**

#### Recall Claim Process

Important Note: All recall claim processing and parts orders must be directed to Dana's Real Time Warranty group. Please do not try to file claims through your OEM warranty process.

#### Step # 1 Before you call Real Time Warranty

1. Verify the VIN number of the vehicle is on the recall list.
2. Locate the identification tags on the front of the steer axle. Write down everything on the tag.



3. Locate the recall inspection form on the last page of this document.
4. Before you call Dana RTW to start a claim please fill out a recall inspection form. It is important that the information below and what you found during your inspection of the steer axle is documented and sent to RTW before you call to open a claim.
  - Repair Order Number
  - Dealer Code
  - Complete 17digit Vehicle Identification Number (VIN) Located on truck door jam, drivers side
  - Axle model (Example: E1202I)
  - Axle serial number (Example: MY01778644) Tag located on the carrier assembly
  - In-service date of the vehicle
  - Vehicle mileage
  - Inspection data

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### Steer Axle Inspection Procedure – Recall 17E041

1. Block the forward and rear of at least one of the drive axle tires so the vehicle cannot move during this procedure.
2. With a flexible, magnetic base dial indicator, mount the base of the indicator on the tie rod arm so that the indicator tip can be centered on the threads of the stud just above the nut.



Dial Indicator Mounting Position



Dial Indicator Tip Must be Placed on The Stud

3. With someone in the cab of the truck turning the steering wheel (engine off) just enough to cause movement in the wheels, document how much movement is found on each side of the steer axle. Record results on the supplied form.
4. The next step is to remove the cotter pins and check for proper nut torque. Put a paint mark across one side of the nut and top of the stud. With a torque wrench and a 1 ¼" socket, torque the nut in a clockwise (tighten) direction until the nut just starts to rotate or you reach 130 ft. lbs. **Important: Do not exceed 170 ft. lbs.** Record your findings on the recall form.



Paint Mark to Identify Nut Rotation



Check Nut Torque – Do Not Exceed 170 ft. lbs.

5. If there is no rotation of the nut at 130 ft. lbs. install a new cotter pin and return the truck to service.

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### Picture Taking

5. If your inspection identifies that components may need to be replaced you will need to take pictures of the damage parts and the position of the cotter pin hole. It's important to remember that RTW will be using the pictures you send to determine if components need to be replaced. If the pictures are out of focus, too light, too dark, too far away or too close-up the process will be delayed until new pictures are submitted. Use the example below as a guide of what your pictures should resemble.



Tie Rod Arm Taper Bore



Tie Rod End Taper Stud



Back of Tie Rod Nut



Nut Rotation



Cotter Pin Hole Position

6. Email the recall inspect form and pictures if required to [Spicer.rtw@dana.com](mailto:Spicer.rtw@dana.com). You can visit [Dana.com](http://Dana.com) for additional contact information and warranty guidelines.
7. Enter the repair order number in the subject line of your email.

### Step # 2 Time to Call Real Time Warranty (877-777-5360, # 3)

1. Real Time Warranty will review the information you sent while you are on the phone and give you direction to the next step.
  - a. If the inspection data shows that there is no looseness between the tie rod end and tie rod arm, RTW will approve the labor for the inspection and close the claim.
  - b. If components need to be replaced RTW will order the parts and approve the labor for the repair.
2. When a repair has been authorized the damaged parts must be returned to Dana for review. Below you will find the shipping instructions and address.
3. For tracking purposes please write this RMA number on the outside of the shipping container and in the shipping address. RMA-1200

### Warranty Return Material Shipping Instructions

- For shipments over 150 LBS. - Call Penske Logistic at 855-456-3867
- For shipments under 150 LBS. - Call Dana Logistics at 260-481-3778

Ship To:  
 Dana Inc. CV Warranty Return Center  
 6515 Maumee Western  
 Maumee, OH. 43537  
 Att: RMA-1200

**Important Note:** If material is shipped to the warranty center without a copy of the claim, the shipment will be returned "Collect" to the sender.

**Important Note:** If material is returned to Dana and there is no failure found or the wrong material was sent, the shipment will be returned "Collect" back to the sender.

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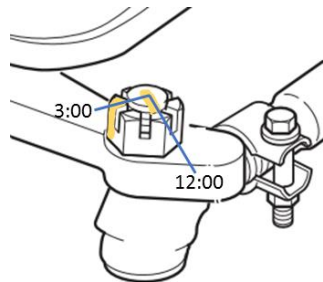
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- If you found rotation of the nut before you reached 130 ft. lbs., we can now torque the nut to 130 ft. lbs. Using the paint mark, record the amount of movement to the nut. Example: Use the paint mark as the 12:00 position, if the nut rotates  $\frac{1}{4}$  turn to reach 130 ft. lbs., document the nut rotated as the 3:00 position.



Retorque to 130 ft. lbs



Record Rotation on Nut

- With the nut torque to 130 ft. lbs. advance the nut so that the cotter pin hole is aligned with a slot in the nut, reinstall the dial indicator and check for tie rod stud movement once again. Record results on the form supplied.

**Note:** Never back the nut off to align the cotter pin hole to the nut slot. Torque may reach 170 ft. lbs. to obtain proper alignment.

- Important:** Any tie rod stud with movement after proper nut torque and alignment will require the replacement of that knuckle and tie rod.
- Important:** One last check. After the nut has been aligned with a slot in the nut, the cotter pin hole **CAN NOT** be above the top of the nut as shown below. Any cotter pin hole that is above the top of the nut surface will require the replacement of the knuckle and tie rod end.



Good Cotter Pin Hole Position



Cotter Pin Hole at Maximum Height

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### Recall 17E041 Inspection Form

Date: \_\_\_\_\_

Repair Order Number: \_\_\_\_\_

Dealer Code: \_\_\_\_\_

Complete 17 Digit Vehicle Identification Number: \_\_\_\_\_

Axle model: \_\_\_\_\_

Axle serial number: \_\_\_\_\_

In-service date of the vehicle: \_\_\_\_\_

Vehicle mileage: \_\_\_\_\_

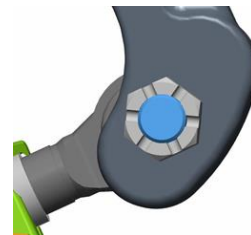
1. Document the amount of total movement on the dial indicator. (Example: .002")

<b>Left Hand</b> Tie Rod Movement Reading	Amount of Movement
<b>Right Hand</b> Tie Rod Movement Reading	Amount of Movement

2. Using the images below mark the amount of rotation on the nut after the nuts where torqued to 130 ft. lbs.



Left Side



Right Side

3. Document the amount of movement between the tie rod end and the tie rod arm after you retorqued the nut to 130 ft. lbs. If there is no movement answer "NONE"

<b>Left Hand</b> Movement After Retorque	Amount of Movement
<b>Right Hand</b> Movement After Retorque	Amount of Movement