

SAFETY RECALL

MACK Trucks Inc.
Greensboro, NC USA



Date	Number	Release	Page
09.2019	SC0419	01	1 (11)

Steer Axle, Replacement

CXU

SAFETY RECALL INFORMATION:

(September 2019)

MACK Trucks has determined that a defect which relates to motor vehicle safety exists in certain CXU trucks equipped with Meritor axles manufactured from June 2, 2014 to June 17, 2014. A total of 8 axles were improperly heat treated causing a non-conforming metallurgical micro-structure. The 8 axles are to be inspected for the heat code "CA" and the axle serial number. If both the heat code "CA" and the axle serial number are in the list on page 6 (Table 1), the axle will need to be inspected and/or replaced according to the inspection and replacement procedures outlined in this safety recall.

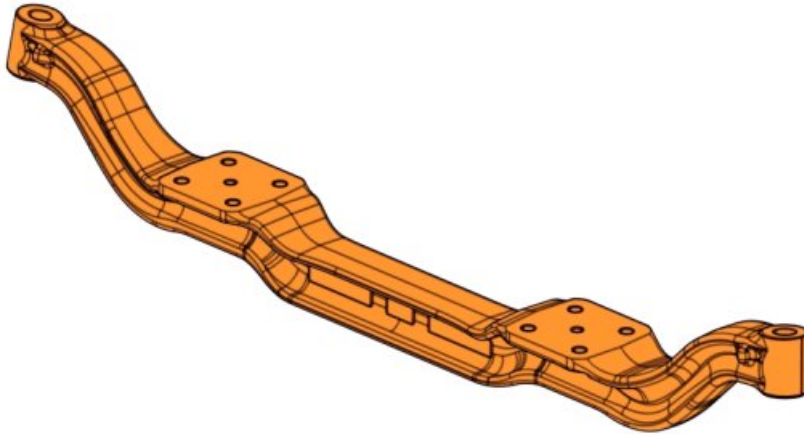
MACK Trucks has received no reports of personal injury as a result of this condition. Therefore, MACK considers this as a proactive measure to protect the public and MACK's customers from the potential risk associated with this defect.

VEHICLES AFFECTED:

Certain 2014 MACK CXU model trucks manufactured from 06/02/2014 through 06/17/2014.

VEHICLE IDENTIFICATION NUMBERS (VIN):

The number of vehicles affected by this recall is 8 (USA).



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

Parts Disposition:

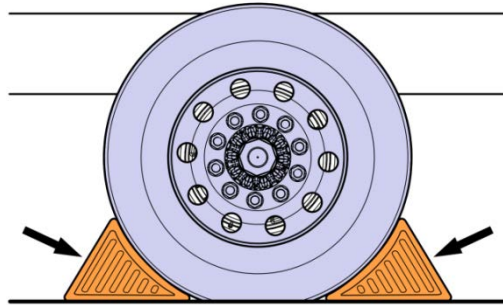
Contact:

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

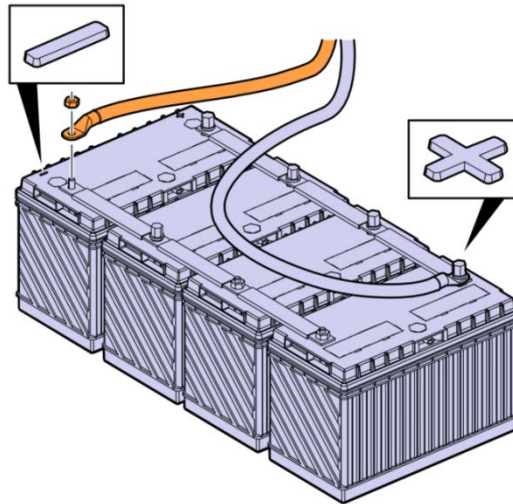
NOTE
The Illustrations shown in this document are used for reference only and may differ slightly from the actual vehicle being serviced. However, the replacement procedure represented as accurately as possible.

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, 3, 4 and 5.

NOTE

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

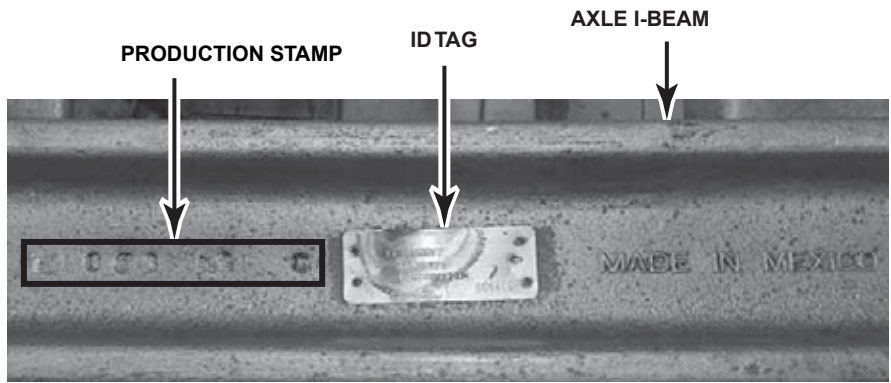


Figure 1

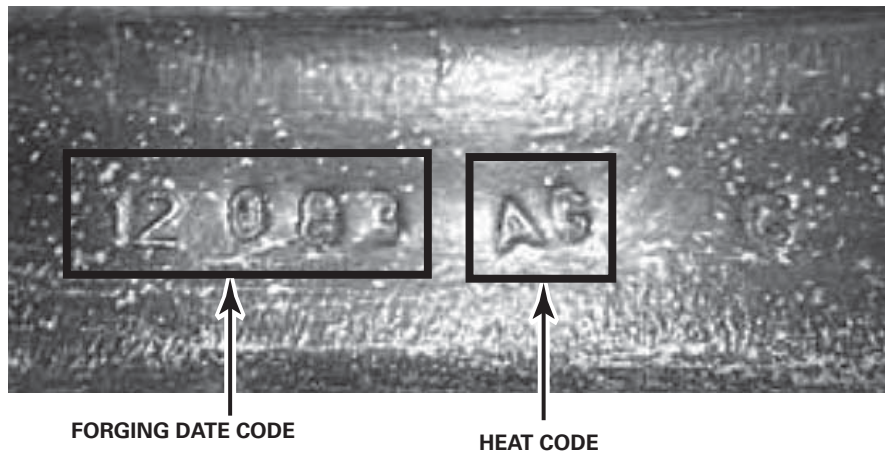


Figure 2

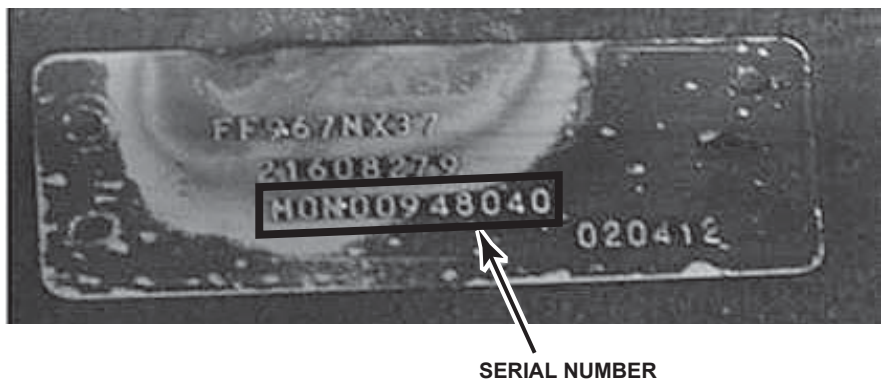


Figure 3

REAR SIDE OF AXLE



Figure 4

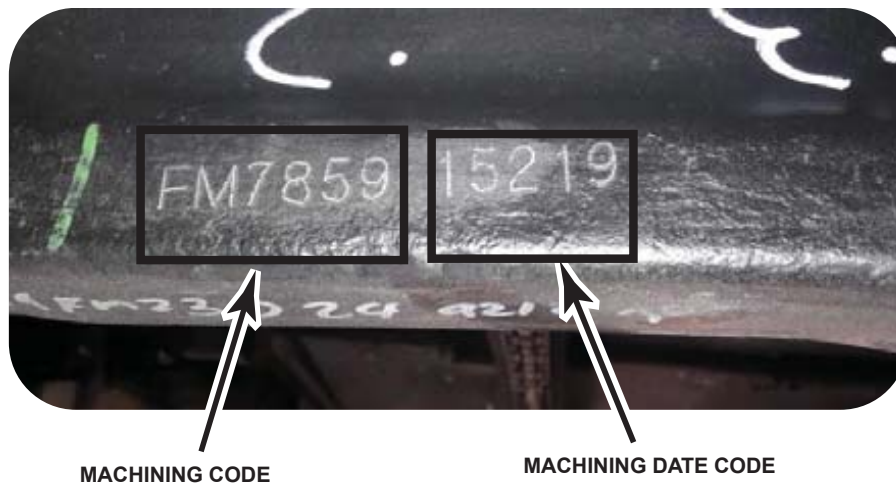


Figure 5

2. Check for the following criteria to determine if the axle is affected.
 - a. Forging Date Code = 14128
 - b. Heat Code = CA
 - c. Machining Date Code = 14214
 - d. Check the axle serial number against the list on page 6 (Table 1) of this safety recall.

NOTE

If the axle meets ALL of this criteria: The axle will need to be replaced according to the Replacement Procedures in this technical bulletin. Before you begin service, first contact the Meritor OnTrac™ Customer Call Center at 866-668-7221 or email the center at ontrac@meritor.com. Use the pre-call worksheet at the back of this technical bulletin to collect required information. OnTrac will create a case number and send you the kit required for service.

NOTE
If the axle does NOT meet ALL of this criteria: Follow the OEM's program guidance to close out the program warranty claim. Note the heat code and axle serial number in the OEM claim comments. Return the vehicle to the owner.

Table 1. Axle Serial Number List						
MON01738566	MON01740425	MON01740944	MON01741322	MON01741328	MON01741334	MON01741341
MON01738617	MON01740426	MON01740946	MON01741323	MON01741329	MON01741335	MON01741342
MON01740421	MON01740427	MON01741318	MON01741324	MON01741330	MON01741336	MON01741343
MON01740422	MON01740941	MON01741319	MON01741325	MON01741331	MON01741337	MON01741344
MON01740423	MON01740942	MON01741320	MON01741326	MON01741332	MON01741338	
MON01740424	MON01740943	MON01741321	MON01741327	MON01741333	MON01741339	

Table 1

Meritor Steer Axle, Removal:

NOTE
This procedure will require referencing MACK's procedures for completion. Please acquire all needed references prior to starting the repair.

NOTE
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.

NOTE
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. 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.

NOTE
Refer to the MACK's service instructions for correct assembly procedures and specifications.

2. Reinstall the drag link. Tighten the nut to the MACK 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.

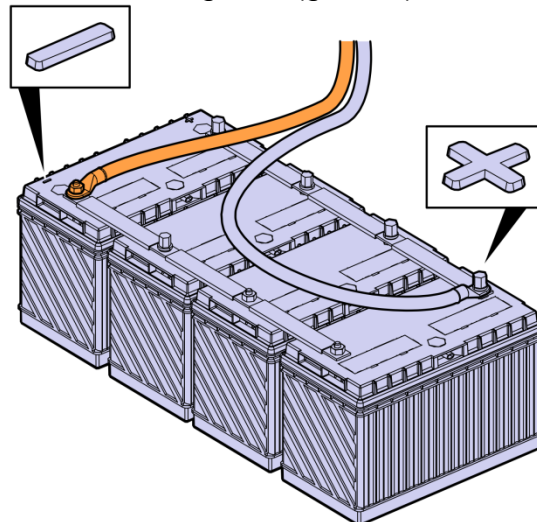
6. Install the hubs.

Hub Installation Steps	
Step	Procedure
A	Install the new wheel seal provided in the kit.
B	Measure and adjust the wheel end play. Refer to MACK'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 MACK's suggested lubricant. Check the lubricant level again prior to releasing the vehicle.

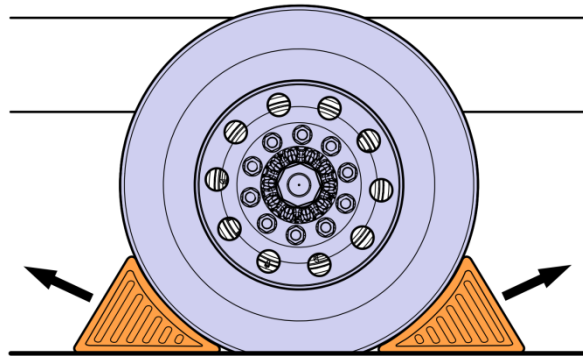
7. Install the drums.
8. Install the wheel and tire assemblies according to MACK's recommended instructions.
9. Adjust the brakes.
10. Grease the king pins and tie-rod ends.
11. Using a jack, lift and remove the vehicle from the safety (jack) stands.

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 MACK program claim submittal.

Case # AM _____

Authorization # ARM _____

PRE-CALL WORKSHEET

***Meritor ID Number:** _____

***Vehicle Information**

*17 Character VIN Number: _____ Vocation: _____

*Vehicle Make: _____ Vehicle Model: _____

*Owner/Fleet Name: _____ Unit #: _____

*In Service Date: _____ Vehicle Build Date: _____
MM/DD/YYYY *MM/DD/YYYY*

***Part/Component Information**

*Meritor Component Model Number: _____

*Meritor Component Serial Number: _____

***Repair Facility Information**

*Contact Persons Name: _____ *Phone: _____

Work Order Number: _____ Email Address: _____

*Failure Date: _____ *Odometer: _____ MI KM Hrs
MM/DD/YYYY

Warranty Coverage OEM Meritor

***Work Details/Customer Complaint**

Service Part Only

Component Purchase Date: _____ Original Invoice Number: _____
MM/DD/YYYY

Mileage On Component: _____

Reimbursement:

This repair is covered by an authorized Safety Recall campaign. Reimbursement is obtained through the normal claim handling process.	
	UCHP Reimbursement
Claim Type (used only when uploading from the Dealer Business System)	41
Recall Status	
Vehicle repaired per instructions	1-Modified per instructions
Labor Code	
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
Causal Part	21608275
Authorization Number	C6610