Suspension Crossmembers Cracks

M-711-003

(October 2008)

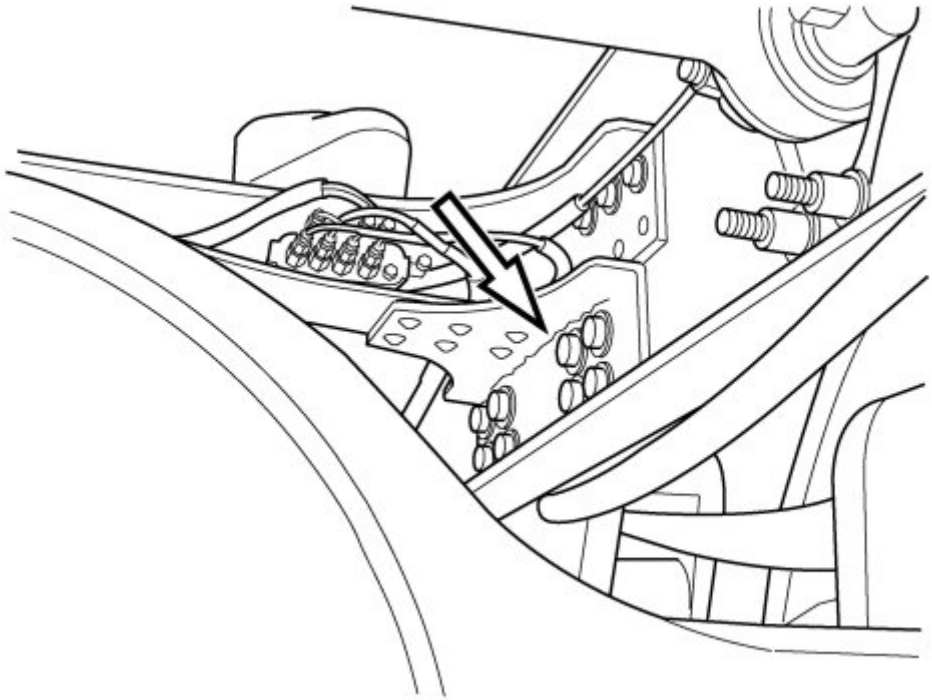
Valid for

All CXN,CXP,CXU,CHN and CHU, built with PRIMAAX Rear Suspension

Case description

Suspension crossmembers used on CXU, CXP, CXN, CHU and CHN models equipped with the Hendrickson PRIMAAX® rear air suspension may develop a crack in the radius of the lower end gusset. To prevent cracks in the lower end gussets from recurring, a revised crossmember assembly and reinforcement plates are available through the MACK Parts System. Should a cracked lower end gusset on one of the crossmembers is encountered, both suspension crossmembers should be replaced.

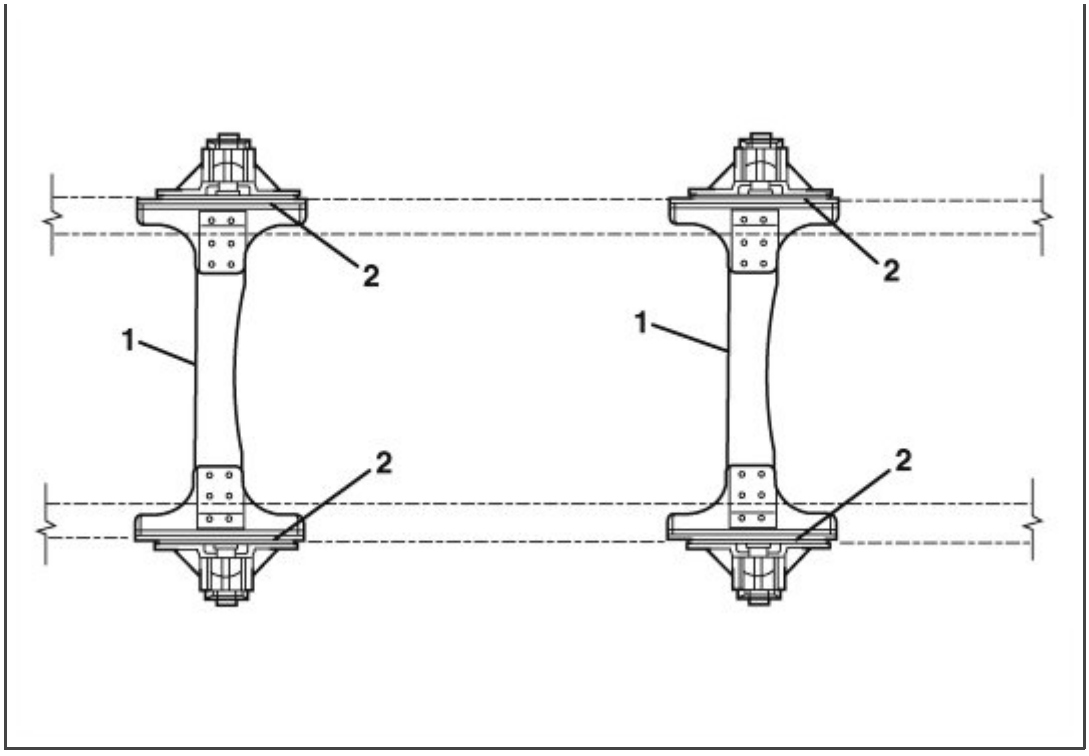
Crack in Lower End Gusset



Repair

Part numbers for the service replacement crossmembers are as follows:

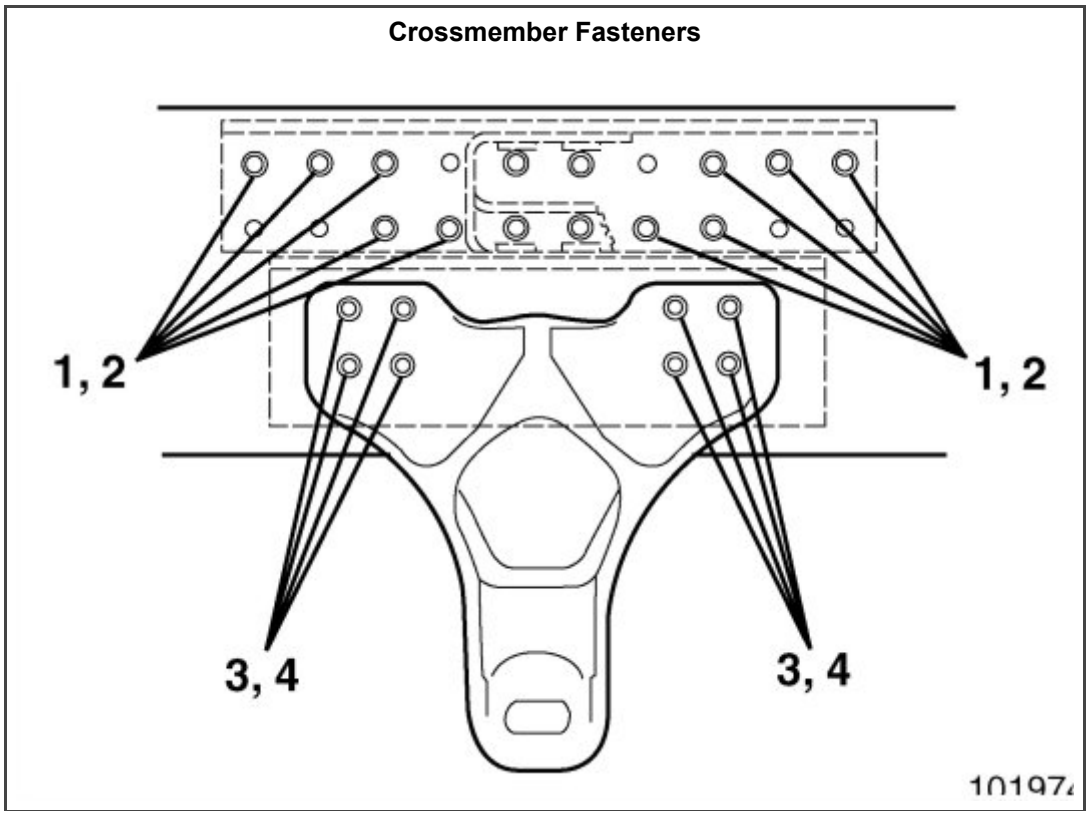
PRIMAAX® Rear Air Suspension Crossmember



Item	Quantity	Part Number	Description	Replaces
1	2	48QL470M	Crossmember assembly, PRIMAAX® rear air suspension	48QL433M25
2	4	71RU3410M	Plate, reinforcement	—

The following Huck® frame fasteners are required when installing the crossmembers

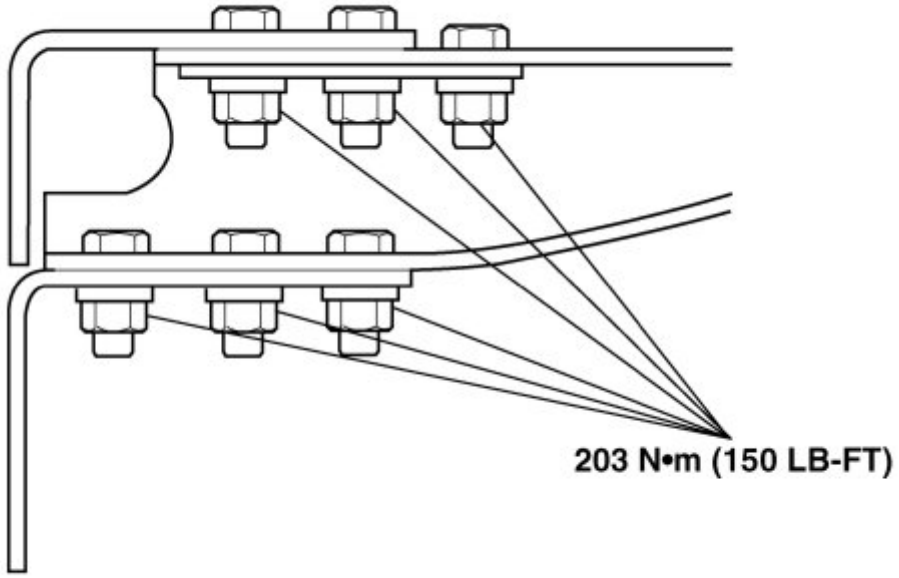
Crossmember Fasteners



Item	Qty.	Part number	Description
1	24	4AM37	Pin, Huck-Spin®, 14 mm, 19–34 grip range
2	24	159AM5	Collar, Huck-Spin®, 14 mm
3	16	4AM22	Pin, Huck-Spin®, 20 mm, 34–46 grip range
4	16	159AM3	Collar, Huck-Spin®, 20 mm

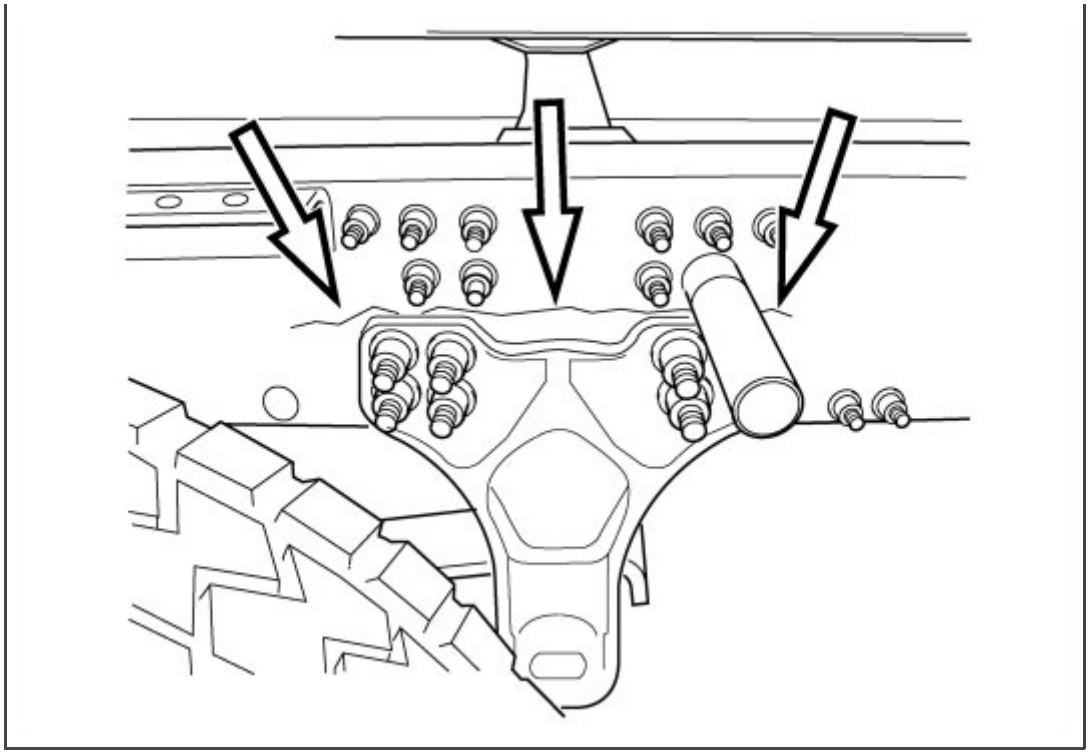
Body-bound bolts are supplied along with the crossmember assemblies to assemble the centre section to the end gussets. When assembling the crossmembers, tighten the body-bound bolts to 203 N•m (150 lb-ft).

Torque Specification for Crossmember centre Section-to-End Gusset Fasteners



If a cracked crossmember end gusset has gone undetected for an extended period of time, the possibility exists for a crack to develop in the frame rail along the top of the PRIMAAX® suspension frame hanger bracket.

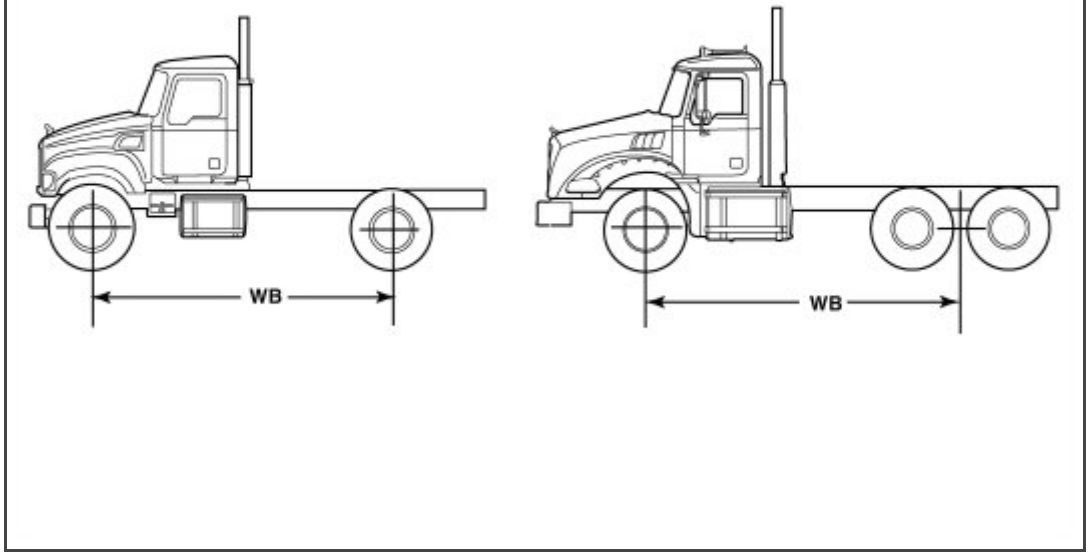
Crack in Frame Rail Along Top of Suspension Frame Hanger Bracket



If a cracked frame rail is encountered, the affected rail must be replaced.

Note: If the chassis wheelbase has not been changed, fully drilled service replacement frame rails are available through the MACK Parts System. The following information explains how to place an order for fully drilled frame rails.

Measuring Wheelbase



Part number requests for fully drilled frame rails are to be submitted by completing the attached Request for Frame Rails form, and faxing the completed form to the Mack Trucks Specifications Department at 610-709-3088. As an alternative, requests can be submitted electronically through the MACKnet Parts System.

The service replacement frame rail part numbers are determined according to the information supplied by the dealer on the Request for Frame Rails form, and are based on the original corporate chassis records. **If the chassis was altered in any way from original production, it is the responsibility of the dealer to inform the Specifications Department at the time the part number request is made. Fully drilled frame rails cannot be ordered for an altered chassis.**

Once the part numbers for the fully drilled frame rails have been determined, the Specifications Department will supply

the part numbers in Section 2 of the form and return the form to the requesting dealer. If the requesting dealer wishes to place the order, a purchase order number must be supplied in Section 3 of the form and then the form must be faxed to the Customer Service Department at 610-709- 2676.

Note: Phone call requests will NOT be accepted.

Be sure of your order. Fully drilled frame rails are NOT returnable.

Note: If the chassis wheelbase has been altered, service replacement frame rails that are not fully drilled must be ordered. These rails are only drilled from the front of the chassis to the back of the cab, and the remaining holes must be marked and drilled in the replacement frame rail. The removed frame rail can be used as a template to duplicate the drilling locations.

CXU, CXP, CXN, CHU and CHN models are available with 6 mm, 7 mm, 8 mm or 9.5 mm thick frame rails. If a non-fully drilled replacement frame rail is required, use the following information to identify and order the correct frame rail part number:

1. Check the chassis builds records to determine, and then record the original frame rail thickness.
2. Measure the chassis platform dimension (the platform dimension is the distance from the back of the cab to the back of the chassis).
3. Add 2743.2 mm (108") to the platform dimension to determine the total frame length. (The 2743.2 mm [108"] dimension is the measurement from the front of the chassis to the back of the cab. This dimension is the same for both CXN and CHN models.)
4. Refer to the chart below to determine the replacement frame rail part numbers based on the measurement calculated above.

	Frame Rail Part Numbers — Axle Forward (CHU and CHN Models)			
	Total Frame Length Less Than 8559.8 mm (337″)		**Total Frame Greater Than 8559.8 mm (337″)**	
Rail Thickness	**Left-Side part number**	**Right-Side part number**	**Left-Side part number**	**Right-Side part number**
6 mm	3QL63397LP337	3QL63397RP337	3QL63397LP434	3QL63397RP434
7 mm	3QL63398LP337	3QL63398RP337	3QL63398LP434	3QL63398RP434
8 mm	3QL63399LP337	3QL63399RP337	3QL63399LP434	3QL63399RP434
9.5 mm	3QL63402LP337	3QL63402RP337	3QL63402LP434	3QL63402RP434

	Frame Rail Part Numbers — Axle Back (CXU, CXP and CXN Models)			
	Total Frame Length Less Than 8559.8 mm (337″)		**Total Frame Greater Than 8559.8 mm (337″)**	
Rail Thickness	**Left-Side part number**	**Right-Side part number**	**Left-Side part number**	**Right-Side part number**
6 mm	4QL63397LP337	4QL63397RP337	4QL63397LP434	4QL63397RP434
7 mm	4QL63398LP337	4QL63398RP337	4QL63398LP434	4QL63398RP434
8 mm	4QL63399LP337	4QL63399RP337	4QL63399LP434	4QL63399RP434
9.5 mm	4QL63402LP337	4QL63402RP337	4QL63402LP434	4QL63402RP434

Note: For assistance in determining the correct service replacement frame rail part numbers, submit the request electronically through the MACKnet Parts System, or fax the request to the Mack Trucks, Inc. Specifications Department at 610-709-3088.

Warranty information

Reimbursement

CHU and CHN, Tandem Rear Axles Only

This Repair may be eligible for reimbursement if a product failure was experienced within the time and mileage limits of the applicable warranty coverage. Reimbursement is obtained via normal claim handling process.	
Claim Type (used only when uploading from the Dealer Bus. Sys.)	01
Labor Code	
Primary Labor Code	**121 8H 70 80** – 9.0 hrs., Time allowed to replace two suspension crossmembers on PRIMAAX®- equipped CHU and CHN model chassis. Includes time to remove and reinstall fifth wheel. Does not include “take-charge” time.
Additional Labor Codes	**121 8F 70 80** — S.T., Additional time to remove and reinstall any additional components necessary to gain access for crossmember replacement, CHU and CHN models. Explanation of extra time must be submitted on warranty claim.
	121 PF 70 46 — S.T., additional time to replace one frame rail, CHU and CHN models.
	121 PF 70 47 — S.T., Additional time to replace two frame rails, CHU and CHN models
Causal Part	48QL433M25

CXU and CXN, Tandem Rear Axles Only

This Repair may be eligible for reimbursement if a product failure was experienced within the time and mileage limits of the applicable warranty coverage. Reimbursement is obtained via normal claim handling process.	
Claim Type (used only when uploading from the Dealer Bus. Sys.)	01
Labor Code	
Primary Labor Code	**121 8H 70 80** — 9.0 hrs., Time allowed to replace two suspension crossmembers on PRIMAAX®- equipped CXU and CXN model chassis. Includes time to remove and reinstall fifth wheel. Does not include “take-charge” time.
Additional Labor Codes	**121 8F 70 80** — S.T., Additional time to remove and reinstall any additional components necessary to gain access for crossmember replacement, CXU and CXN models. Explanation of extra time must be submitted on warranty claim.
	121 PF 70 46 — S.T., Additional time to replace one frame rail, CXU and CXN models.
	121 PF 70 47 — S.T., Additional time to replace two frame rails, CXU and CXN models
Causal Part	48QL433M25

Request for Frame Rails

Section 1 (Dealer)

Date		Requestor’s Name	
Dealer Code		Fax	
Phone		Serial Number	
Chassis Model		GSO Number	

The part numbers given are based on the original corporate chassis record. If the chassis was altered in any way after production, it is the dealer's responsibility to inform us at the time of request. Fully punched rails are not eligible for return to the PDC or thru the PRS System.

	Warranty Replacement	Non-Warranty Replacement
Frame Rail:	RH	LH
Inner Channel:	RH	LH
Outer Channel:	RH	LH
w/o VIN		

(Note: VIN will be stamped on all rails unless requested w/o VIN.)

Fax this form to Specifications at 610-709-3088

Section 2 (Specifications)

Frame Rail Part Number	RH	LH	
Inner Channel Part Number	RH	LH	
Outer Channel Part Number	RH	LH	
			Specs:

******* After receiving frame rail part numbers, if you wish to order frame rails please fill out Section 3 (below).

Section 3 (Dealer)

CUSTOMER SERVICE

Purchase Order Number

Fax to Customer Service at 610-709-2676.

Issued by

Technical Service

Mack Trucks, Inc. engages in a continuous program of testing and evaluating to provide the best possible product. Mack Trucks, Inc., however, is not committed to, or liable for updating existing chassis.