

SERVICE PROCEDURE

G-07505
May 2007

SUBJECT: SAFETY RECALL (U.S.)
DANA SPICER® REAR AXLE HOUSING THICKNESS
on certain 4000, 7000, 8000, 9000 and ProStar™
Models built 11/15/2006 thru 2/19/2007

DEFECT DESCRIPTION

One or both of a suspect vehicle's rear axle housings may contain thinner material than what is necessary for normal vehicle operation. Over time, this thinner material may result in a fatigue failure of the rear axle housing, possibly in the location of the brake flange. A crack in the brake flange location of the rear axle housing may result in a wheel end lockup or wheel separation possibly resulting in property damage, personal injury or death.

MODELS INVOLVED

This Safety Recall involves certain 4000, 7000, 8000, 9000 and ProStar™ models built 11/15/2006 thru 2/19/2007 with the following Dana Spicer rear axle feature codes:

0014AHB	0014AHC	0014CEU	0014GJD
0014GJE	0014GJP	0014GJV	

PARTS INFORMATION

There are **NO** parts required for the ***INSPECTION PROCEDURE***.

If necessary, replacement rear axle housings will be shipped directly to the repair facility, at no charge. Dealers can, however, add a **\$300.00** part handling allowance to the "Other Charges" section of the warranty claim when replacing the axle housing.

Please order any necessary gaskets, bearings, lubricants, etc. as required thru the parts catalog.

SERVICE PROCEDURE



WARNING:

TO PREVENT SERIOUS EYE INJURY, ALWAYS WEAR SAFE EYE PROTECTION WHEN YOU PERFORM VEHICLE MAINTENANCE OR SERVICE.



WARNING:

TO PREVENT UNEXPECTED MOVEMENT OF THE VEHICLE AND POSSIBLE SERIOUS PERSONAL INJURY OR DEATH, BLOCK THE WHEELS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS.

INSPECTION PROCEDURE

SCHEDULING AN INSPECTION

- 1.0 This Safety Recall requires International dealers to arrange for suspect axles housings to be inspected by a third party inspection service.
- 2.0 This inspection service will measure the wall thickness of vehicles' rear axle housings to determine if the axle housing requires replacement.
 - *This inspection cannot be done visually.*
- 3.0 Vehicle owners are asked to contact their nearest International dealers and inform the Service Department that their vehicle is involved in this Safety Recall.
- 4.0 The Dealer will arrange for the third party inspection service to inspect the vehicle either at the dealer's location or the customer's location.
 - The inspection location is at the discretion of the dealer. Please work with the vehicle owner to determine the most efficient location and date/time to perform the inspection.

5.0 Once the inspection location is decided, the Dealer should then contact:

DAN TOTMAN, CONAM INSPECTION SVC. 1-800-333-8629 x22

with the vehicle **VIN**, **Dealer Contact Name/Address/Phone**, **Customer Name/Address/Phone** (if inspection is occurring at customer location) and the customer's **Recommended Date/Time** of the inspection.

6.0 Dan will contact CONAM's nearest branch office to schedule a technician to visit the inspection location. Once CONAM's technician is scheduled, Dan will contact the dealer Service Manager, or his designate, to finalize the time and location of the inspection.

7.0 Please allow up to **three (3)** business days for this scheduling process to be finalized.

8.0 Once CONAM has scheduled the inspection location and date/time, the Dealer shall contact the customer to finalize the process and inform the customer of the inspection location and date/time.

9.0 After CONAM performs the inspection, they will forward the results to Dana Corporation for review. Dana will then inform the Dealer which axle housing (if any) requires replacement.

10.0 If the axle housing requires replacement, Dana will arrange for an axle housing to be **shipped directly to the dealer's location** from their Humboldt, Tennessee facility.

- Please allow up to **ten (10)** business days for the replacement axle housing to arrive at a service location.

11.0 If the axle housing requires replacement, the Dealer will work with the vehicle's owner to schedule the axle housing replacement.

12.0 If the inspected axle housing does NOT require replacement, the Dealer will inform the vehicle's owner that no further action is necessary.

REAR AXLE HOUSING REPLACEMENT

13.0 Please refer to ISIS documentation and Master Service Manual for the proper procedure to replace the rear axle housing.

14.0 Please destroy the removed axle housing prior to disposing.

- The preferred method is to use a cutting torch to separate the housing in the center differential area, making two (2) halves.

END OF SERVICE PROCEDURE

LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-07505-1	<i>Arrange for vehicle inspection ONLY</i>	0.3 hr
A40-07505-2	<i>Arrange for vehicle inspection AND replace rear axle housing of SINGLE rear axle</i>	5.3 hr
A40-07505-3	<i>Arrange for vehicle inspection AND replace rear axle housing of FORWARD REAR axle on an AIR/LEAF suspension</i>	7.7 hr
A40-07505-4	<i>Arrange for vehicle inspection AND replace rear axle housing of REAR REAR axle on an AIR/LEAF suspension</i>	6.0 hr
A40-07505-5	<i>Arrange for vehicle inspection AND replace rear axle housing of FORWARD REAR axle on an EQUALIZER BEAM suspension</i>	6.8 hr
A40-07505-6	<i>Arrange for vehicle inspection AND replace rear axle housing of REAR REAR axle on an EQUALIZER BEAM suspension</i>	5.6 hr
A40-07505-7	<i>ADD ON FOR HYDRAULIC BRAKE BLEED ONLY</i>	0.3 hr

- 1.0 If a dealer arranges for the axle housing inspection and an axle housing replacement is NOT required, please file for labor operation -1.
- 2.0 Labor operations, -2 thru -6 include the following activities:
 - Arrange third party inspection
 - Remove and replace component and reinstall all related parts
 - D&C prop shaft(s)
 - R&R axle shafts and gaskets
 - R&R wheel assemblies
 - Replace wheel seals
 - R&R differential
 - R&R brake components
 - D&C air or hydraulic lines, bleed brakes when required
 - Drain and refill housing and carrier
 - Adjust rear wheel brakes on axle replaced (air brakes)
 - Clean, inspect and adjust wheel bearings
 - Road test

- 2.1 Labor operations, **-2** thru **-6** *exclude* cutting or welding. Dana will supply axle housing with all necessary brackets.
- 3.0 If brake bleeding is necessary for hydraulic chassis, labor operation **-7** can be added to the warranty claim.

CAMPAIGN IDENTIFICATION LABEL

*Each vehicle corrected in accordance with this campaign **must be** marked with a CTS-1075 Campaign Identification Label.*

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.

A rectangular label with a black border. At the top and bottom, it says "DO NOT REMOVE" in white capital letters. In the center, there is a white rectangular area with black text. The text includes "INTERNATIONAL" in bold, "Campaign No." followed by a line, "VIN" followed by a line, "Eng.#" followed by a line, "COMPLETED" in bold, and "Service Location Code #" followed by a line.

ADMINISTRATIVE/DEALER RESPONSIBILITIES (U.S. & POSSESSIONS)

Proceed immediately to make necessary correction to units in inventory. **All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery.** If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified **IMMEDIATELY** from your dealer location.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately **repaired** within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within **60 days** after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to **replacement** with an identical or reasonable equivalent vehicle at no charge, or to a **refund** of the purchase price less a reasonable allowance for depreciation.

However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

To avoid having to replace an owner vehicle or refund the purchase price, every effort must be made to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible.

During the recall process, a listing of owner names and addresses will be furnished to the involved dealers to enable dealers to follow up with owners and have the vehicles corrected. You must limit the use of this listing to this campaign because the list may contain information obtained from state motor vehicle registration records and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

WARRANTY CLAIMS

Refer to Dealer Warranty Manual for procedures to conduct Recall Campaigns.

It is important that the Recall Coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Manual, Section 7-1. Special attention should be given to Items 39 through 44:

	GROUP	NOUN	C	WARR.	TP	PAD
GROUP Enter number G—						
NOUN Leave blank						
C (CAUSE) Enter either 1, 2, 3. (see below)						
1. Inspected (No repair required).						
2. Inspected and repaired.						
3. Defective part from parts stock.						
WARRANTY (Warranty Code) Enter 40.						
TYPE PART Enter P for type part causing failure.						
PAD Enter 100						

ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITY (EXPORT)

Proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified from your distributor location.

Export locations are to submit warranty claims in the usual manner making reference to this recall number.

We ask for your full cooperation and follow-up to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

INTERNATIONAL TRUCK AND ENGINE CORPORATION