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Compliance Dept.

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# **SERVICE PROCEDURE**

19509

June, 2019

**SUBJECT: SAFETY RECALL**  
Front driven axle on certain HV507 models built 02 January 2019 thru 14 May 2019 with feature code 02GAE (Meritor MX-14-120 EVO front axle).

## **DEFECT DESCRIPTION**

The steer axle hubs may not have lubricant filled to the proper level at time of assembly which may result in wheel bearing damage and, in extreme instances, separation of the wheel from the front axle. Possible wheel separation from the front axle can increase the risk of a vehicle crash.

## **MODELS INVOLVED**

This safety recall involves certain HV507 models built 02 January 2019 thru 14 May 2019 with feature code 02GAE (Meritor MX-14-120 EVO front axle).

## **ELIGIBILITY**

This procedure applies **ONLY** to vehicles marked in the International® Service Portal™ with Safety Recall 19509. Also complete any other open campaigns listed on the Service Portal at this time.

## **PARTS INFORMATION**

Parts will only be required if directed by Meritor. Meritor will ship the parts to your location.

## **SERVICE PROCEDURE**

**GOVERNMENT REGULATION:** Engine fluid (oil, fuel, and coolant) may be a hazard to human health and the environment. Handle all fluid and other contaminated materials (such as filters and rags) in accordance with applicable regulations. Recycle or dispose of engine fluids, filters, and other contaminated materials according to applicable State and Federal regulations.

**WARNING!** To prevent personal injury, and / or death, or damage to property, park vehicle on hard flat surface, turn the engine off, set the parking brake and install wheel chocks to prevent the vehicle from moving in either direction.

**WARNING!** To prevent personal injury, and / or death, or damage to property, if the vehicle must be raised, do not work under the vehicle supported only by jacks. Jacks can slip or fall over.

**WARNING!** To prevent personal injury, and / or death, or damage to property, always wear safe eye protection when performing vehicle maintenance.

**WARNING!** To prevent personal injury, and / or death, or damage to property, allow engine / vehicle components to cool before servicing.

1. Park vehicle on flat surface.
2. Shift transmission to Park or Neutral and set parking brake.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.
5. Locate and rotate left-side steer axle hub until fill / drain plug is at 3 o'clock position or 9 o'clock position.

**NOTE: If a hub well contains no oil, complete Meritor Ontrac Pre-Call Worksheet (attached to this document). Contact Meritor at 886-668-7221 and use reference number C19AB.**

6. Remove fill / drain plug and inspect oil level.
  - a. If hub well contains oil, proceed to Step 7.
  - b. If hub well contains no oil, proceed to Step 8, then proceed to Step 9.
7. Install fill / drain plug to hub well.
8. Repeat Steps 5 through 7 for right-side steer axle hub.
9. Complete Meritor Ontrac Pre-Call Worksheet. Meritor will direct you on the repair that is to be made.
10. Remove wheel chocks.

## **END OF SERVICE PROCEDURE**

### **LABOR INFORMATION**

**NOTE: Travel time for any one claim should be entered as T-Time.**

<b>Operation Number</b>	<b>Description</b>	<b>Time</b>
A40-19509-1	Inspect Both Axle Wheel Hubs	0.3 hr
A40-19509-2	Repair Axle (If Necessary)	3.0 hrs

### **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.

**DO NOT REMOVE**

**INTERNATIONAL**

Campaign No. \_\_\_\_\_

VIN \_\_\_\_\_  
Eng.# \_\_\_\_\_

**COMPLETED**

Service Location Code # \_\_\_\_\_

**DO NOT REMOVE**

## ADMINISTRATIVE / DEALER RESPONSIBILITIES

### WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 19509.

Section 7 of the Warranty Policy and Procedures Manual contains further information related to the submission and processing of AFC / Recall claims.

As with all claim submissions, items acquired locally must be submitted in the "Other Charges" tab. The cost of any bulk items (such as a bag of cable tie straps, roll of wire, barrel of oil, or tube of silicone) should be prorated for the cost of the individual pieces / amount used during each repair.

GROUP	NOUN	C	WARR.	TP	PAD

GROUP — Enter number

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

000004 10/10

### UNITED STATES AND POSSESSIONS

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.

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.

Dealers should 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 make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited 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.

## **CANADA**

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.

Dealers should 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 make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited 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.

**EXPORT**

Export Distributors should 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 distributor location.

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

Export Distributors are expected to provide full cooperation and follow-up with respect to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

**NAVISTAR, INC.**



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: \_\_\_\_\_

