

Safety Defect and Noncompliance Report Guide for Equipment
PART 573 Defect and Noncompliance Report⁴

On APRIL 25, ~~1999~~ 2001, Chalmers Suspensions [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. _____) exists in items of motor vehicle equipment listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: MAY 2, 2001

Furnish the manufacturer's identification code for this recall (if applicable): _____

1. Identify the full corporate name of the fabricating manufacturer/brand name/trademark owner of the recalled item of equipment. If the recalled item of equipment is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Chalmers Suspensions International Inc.

1136 Matheson Blvd. East, Mississauga, Ontario, Canada. L4W 2V4

Tel: (905) 624-9750 Fax: (905) 624-9796 E-mail: sclarke@chalmerssuspensions.com

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Steve Clarke - General Manager

Telephone Number: (905) 624-9750 Fax No.: (905) 624-9796

Name and Title of Person who prepared this report.

Steve Clarke

General Manager

Signed: 

⁴Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5226 or by FAX at (202) 366-7882.

I. Identify the Recalled Items of Equipment

2. Identify the Items of Equipment Involved in this Recall, for each make and model or applicable item of equipment product line (provide illustrations or photographs as necessary to describe the item of equipment), provide:

Generic name of the item: Upper and Lower Fixed Fabricated Torque Rods
Chalmers

Make: Suspensions **Model:** 1000 and 800 Series

Part Number: * **Size:** ALL *Prefix 223XXX
Prefix 805XXX

Function: Axle alignment and Retention

Other information which characterizes/distinguishes the items of equipment to be recalled:
See Figure 4 for location of Fixed Torque Rods.

Make: _____ **Model:** _____

Part Number: _____ **Size:** _____

Function: _____

Other information which characterizes/distinguishes the items of equipment to be recalled:

Make: _____ **Model:** _____

Part Number: _____ **Size:** _____

Function: _____

Model Years Involved: _____

Other information which characterizes/distinguishes the items of equipment to be recalled:

Make: _____ **Model:** _____

Part Number: _____ **Size:** _____

Function: _____

Other information which characterizes/distinguishes the items of equipment to be recalled:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996, through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

II. Identifying the Recall Population

3. Furnish the total number of items of equipment recalled potentially containing the defect or noncompliance.

	Number
of Items	
Model	Year
<u>Potentially Involved</u>	

See the attached spread sheet for full details.

Total Number Potentially Affected by the Recall: 670 vehicles

4. Furnish the approximate percentage of the total number of items of equipment estimated to actually contain the defect or noncompliance: Less than 2%.

Identify and describe how the recall population was determined—in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled items of equipment: A) May 8, 2000 to June 9, 2000 - installation of a new welding process for welding of the Torque Rod Eye to Torque Tube indicates some machine process related issues occurred in the start phase
B) September 19, 2000 to October 6, 2000 - noted from the welding log that voltage variation occurred.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Noncompliance of weld penetration of eye to the tube.

Describe the cause(s) of the defect or noncompliance condition.

Same as above.

Describe the consequence(s) of the defect or noncompliance condition.

Possible Loss of axle retention which may result in loss of vehicle control.

Identify any warning which can (a) precede or (b) occur.

None

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

N/A

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

N/A

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

SEE ATTACHED REPORTS

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Continuously monitoring the welding process (daily).

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

The welding procedure has been revised and verified to remove the noncompliant procedure.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

As per the details in "IV," Point Number "6" and the attached reports.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

1. Report the issue to the OEM's May 2, 2001, Asking for VIN's Dealership and Owner information to be returned to Chalmers by May 9, 2001.
2. Issue Dealer and vehicle owner letters by May 16, 2001.
3. Ship parts as required to the appropriate parties.
4. Ensure replaced parts are returned to Chalmers for disposition.

NOTE: Item 2, is based on timely response from OEM's.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note: These documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

01E-021 (07)

TORQUE ROD INSTALLATION

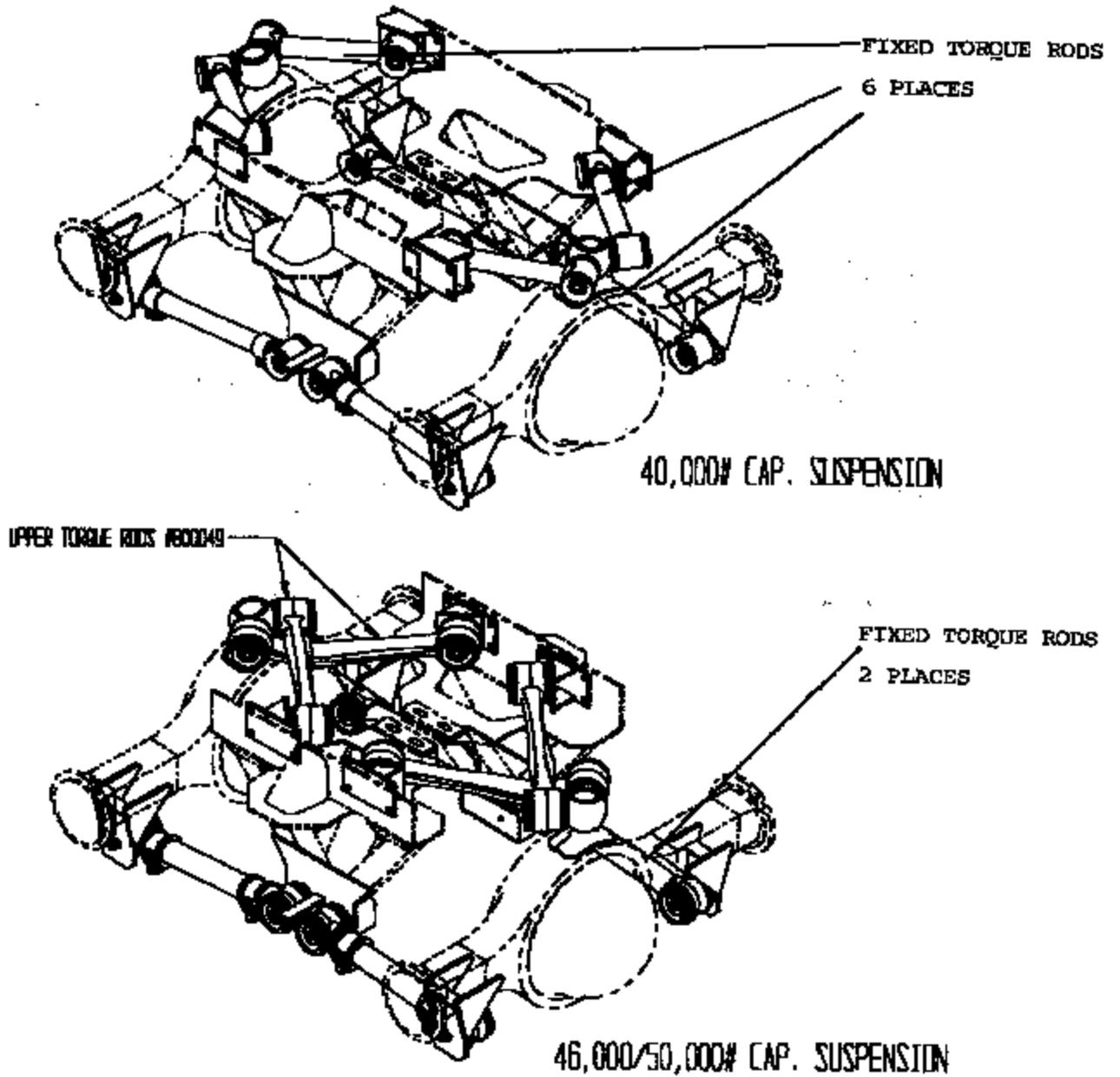


FIGURE 4

4.4 RESTRICTOR CAN INSPECTION

The Chalmers spring system comprises of a rubber spring and an enclosing metal restrictor can. The purpose of the restrictor can is to provide specific ride, road handling characteristics and protection to the spring.

To accommodate the different road handling conditions that may be encountered, Chalmers produces a number of different sized restrictor cans. Refer to Appendix "B". Technical Sales Bulletin No. 15 for application guidelines.

The free floating design of the Chalmers spring and beam, requires that the restrictor can be free to move on the vehicle frame. The restrictor can will wear or corrode over a period of time and will require replacement. Carefully inspect the restrictor can for cracks or severe corrosion, using the following steps as a guideline:

STEP 1 - If possible, power wash the restrictor can spring area. As a minimum, brush the area with a hard bristle brush to remove road dirt accumulations.

STEP 2 - Chock the front tires to prevent the vehicle from moving. Lift the rear of the vehicle, support the frame on stands so as all weight is just taken off the suspension.

NOTE: All stands and lifting devices **MUST** be of sufficient strength and rigidity to safely support the vehicle. **DO NOT WORK AROUND OR UNDER THE VEHICLE WHEN SUPPORTED ON LIFTING DEVICES.**

STEP 3 - Rotate the restrictor can completely around, looking at the top and sides for visual cracks and signs of severe corrosion or distortion. If any of these are present, or the restrictor can is missing, it should be replaced. It is recommended that both restrictor cans be replaced to assure evenness of ride and handling.

NOTICE: Should a cracked or missing restrictor can be found during vehicle operation, it may be driven **SLOWLY** to the nearest maintenance shop for replacement.

ALL CRACKED OR MISSING restrictor cans **MUST** be replaced. Failure to do so may lead to loss of vehicle control and consequent personal injury.

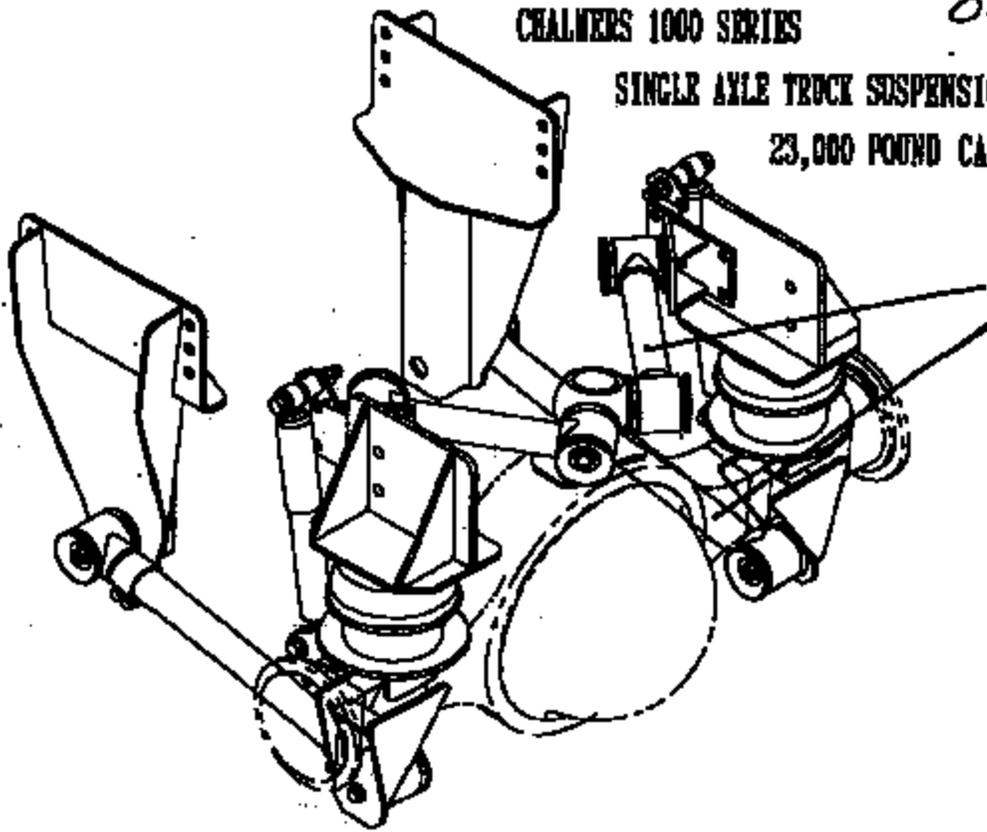
CHALMERS 1000 SERIES

01E-001

09

SINGLE AXLE TRUCK SUSPENSION

23,000 POUND CAPACITY

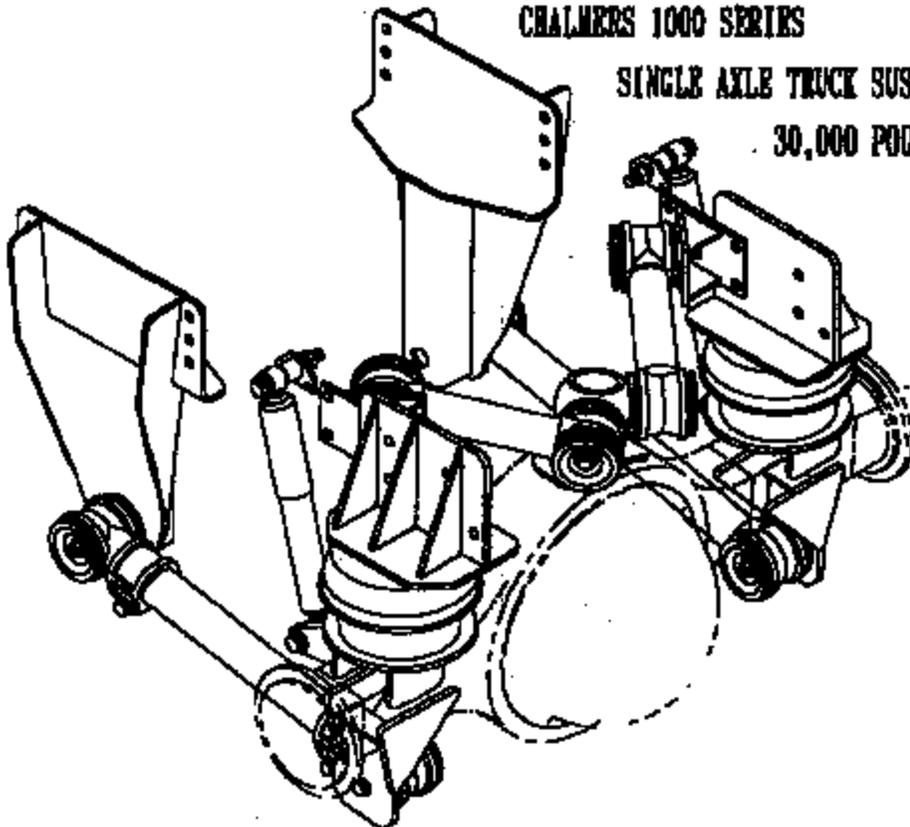


FIXED TORQUE RODS
3 PLACES

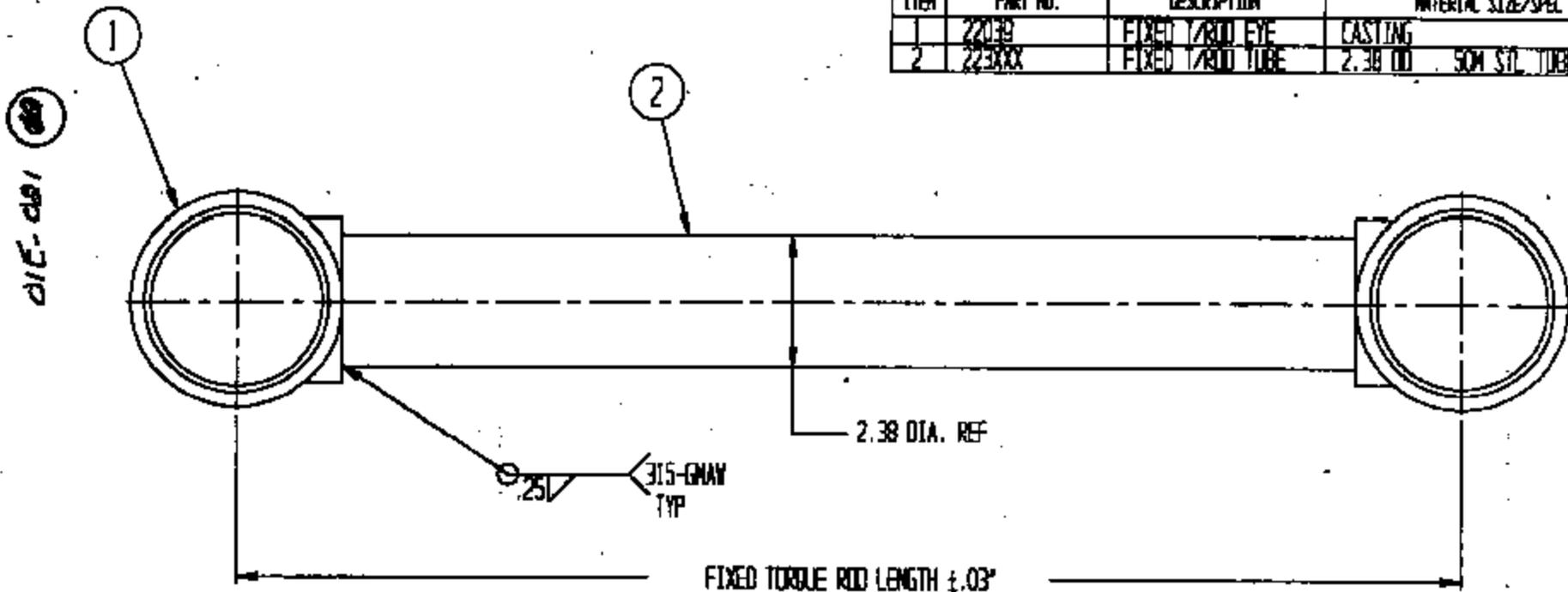
CHALMERS 1000 SERIES

SINGLE AXLE TRUCK SUSPENSION

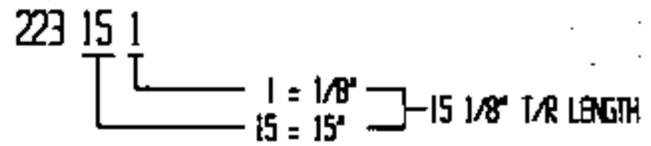
30,000 POUND CAPACITY



ITEM	PART No.	DESCRIPTION	MATERIAL SIZE/SPEC	QTY.
1	22000	FIXED T/ROD EYE	CASTING	2
2	223000	FIXED T/ROD TUBE	2.38 OD 50M STD. TUBE	1



FIXED TORQUE ROD LENGTH CODE:



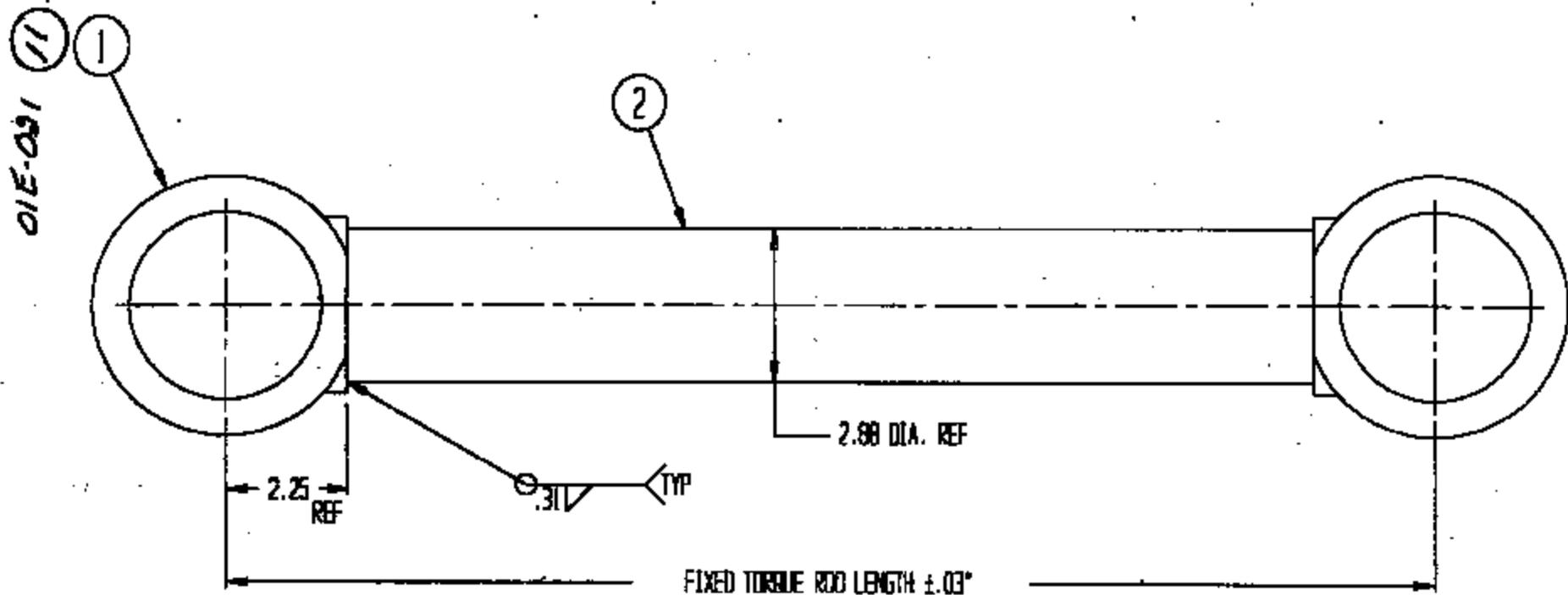
NOTE:

1. INCREASE LAST DIGIT OF PART NO. BY 1 FOR A 1/8" INCREASE IN T/R LENGTH.
2. SELECT T/R LENGTH TO THE NEAREST 1/8".
3. TUBE LENGTH = T/ROD LENGTH - 4 1/16"
4. TUBE LENGTH > 24 1/8" = WALL THICKNESS OF 1/4".
 TUBE LENGTH ≤ 24 1/8" = WALL THICKNESS OF 3/16".

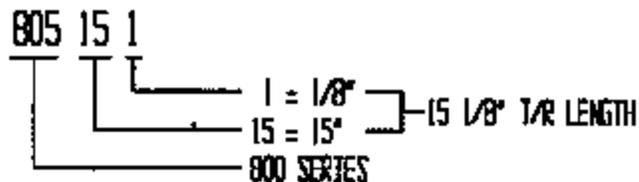
USED IN ASST.	DR. BY	DATE	TOLERANCES FRACTIONS ± 1/16 .0 ± .050 .00 ± .030 .000 ± .015 ANGLE ± 1 DEG. SURFACE FINISH 2R ✓	REDRAWN & RE-ISSUED		NOV/94	G.C.
	CHKD. BY	DATE		DESCRIPTION		DATE	BY
	APPR. BY	DATE	CHALMERS SUSPENSIONS INTERNATIONAL 59 BRANBLEA RD. BRIMPTON ONTARIO L6T 2M4		TORQUE ROD, FIXED		
	SCALE	VT.	MATERIAL	PART No. CAD FILE 223000		8653598 - 223598	

DIE-081

ITEM	PART No.	DESCRIPTION	MATERIAL SIZE/SPEC	QTY.
1	80051	#2 FIXED T/R ROD EYE	CASTING	2
2	80500X	FIXED T/R ROD TUBE	2.98 DIA X .25 W 50H STL TUBE	1



FIXED TORQUE ROD LENGTH CODE:



NOTE:

1. INCREASE LAST DIGIT OF PART NO. BY 1 FOR A 1/8" INCREASE IN T/R LENGTH.
2. SELECT T/R LENGTH TO THE NEAREST 1/8".

EGR.		A	REDRAWN & RE-ISSUED	NOV/94	G.C.
REV.	DESCRIPTION	DATE	BY		
				CHALMERS SUSPENSIONS INTERNATIONAL 59 BRIMBLEA RD. BRIMPTON ONTARIO L6T 2M4	
				TORQUE ROD, FIXED (#2 JOINT)	
DR. BY G Crawford	DATE NOV/94	TOLERANCES		PART No. CAD FILE 80500X 805000 - 805500	
CHKD. BY	DATE	FRACTIONS ± 1/16		B	
APPR. BY	DATE	.0 ± .000			
SCALE 1/2	VT.	.00 ± .005			
		ANGLE ± 1 DEG.			
		SURFACE FINISH			
		MATERIAL			

Fixed Fabricated Torsion Rods Shipped to OEM's From May 1/00 to June 3/00 and Sept 18/ 00 and Oct 8/00

OEM	Total Shipped from C/8 during both Periods					
	Number of Single Axle	3 F/T/R per Susp Total F/T/R	Number of 40.0 lb.	8 F/T/R Per Susp Total F/T/R	Number of 46.0 & up	2 F/T/R Per Susp Total F/T/R
Kenworth	N/A	N/A	97	582	263	560
Peterbilt	N/A	N/A	37	148	N/A	N/A
Freightliner	11	33	48	288	43	86
Stirling	12	36	3	18	12	24
Western Star	N/A	N/A	14	64	79	160
International	N/A	N/A	N/A	N/A	11	22
Mack	N/A	N/A	N/A	N/A	3	6
Volvo	2	6	N/A	N/A	5	10
Others	10	30	4	24	16	32
Total	35	105	203	1144	432	930
	↑		↑		↑	

Note - Peterbilt only uses 4 F/T/R on the 40.0 lb. and 0 on all other

IV PROVIDE THE CHRONOLOGY IN DETERMINING THE DEFECT

6.

- On or about April 9, 2001 Chalmers Suspensions International Inc. was advised of a failure of three Chalmers fixed fabricated torque rods on one vehicle. Chalmers decided to assess the situation further.
- Chalmers did an analysis of warranty claims on fixed fabricated torque rods which resulted in a total of 14 trucks with 25 failed fabricated torque rods. Further this analysis revealed sequential VIN's with corresponding ship dates that coincided with the variations with the start up process sheets and irregularities in the welding log.
- Chalmers had a conference call with one of its OEM customers on April 25, 2001 Chalmers advised the following as per the attached report and spread sheet.
- To date we have not had any reported accidents, injuries and/or fatalities.

This is further to our conversation of April 23, 2001 and for discussion purposes during the April 25, 2001 conference call. We have now thoroughly analysed all the available data and information and have come to the following conclusions.

- a) **Time period:** It appears that torque rod problem is isolated to two periods:
- ◆ Suspension Units shipped between May 8 and June 9, 2000.
 - ◆ Suspension units shipped between September 19 and October 4, 2000.
- b) **Mileage:** The average mileage on the trucks which experienced problems is:
- ◆ Between 5,000 to 10,000 miles.

Reasons for our conclusions:

1. Torque rods were welded manually prior to May, 2000 and there were no related issues.
2. We installed a new welding machine in May, 2000 to manufacture fixed torque rods. Our records (ISO 9001 related) indicate that some machine process related issues occurred in the start up phase. These problems were corrected by the machine manufacturer in June 2000.
3. Samples were taken and sectioned in the start up period (one in fifty). Random samples were taken after June 9, 2000 (one in fifty) and no quality issues were discovered. In addition the welding supervisor visually inspected all torque rod production.
4. The investigation of the machine inspection records indicates that some minor problems with machine set up were noticed in late September into early October. However, no problems were found in random quality check.
5. The process issues outlined in points 2 and 4 may have resulted in poor weld penetration on a few torque rod tubes on a very random basis.
6. We have developed a complete work sheet to analyse the torque rod quality issues to date. This analysis completely supports our conclusions. The torque rod issue relates to the units built in May/ June and September/ October time frame. In fact in the second period it appears the torque rod issues occurred on units built in sequence (based on the VIN). This fact validates our records and conclusions. Note the ship/ build dates below for the second period:
 - ◆ Two Kenworth trucks shipped September 26 and 27, built on October 13, 2000.
 - ◆ Two Kenworth trucks shipped on October 4, built on October 30, 2000.
 - ◆ Four trucks for a different OEM shipped on September 25 all built on October 4, 2000.

7. It is also clear from this analysis that the torque rod issue is on trucks with 5,000-10,000 average miles with one exception.
8. Based on the units shipped from May to the end of December and reported fixed torque rods incidents (25) translates into 0.28% quality issues.

Based on the information available to us we are convinced that this is an isolated issue impacting two periods as outlined above and has occurred on trucks in the 5,000 to 10,000 miles range.

Proactive Actions Taken:

- ◆ Increased our sampling and sectioning effective January 4, 2001 to two torque rods per fifty.
- ◆ Introduced the beveling process of the rod tube. After testing this process was implemented into production effective February 5, 2001. During this time period we continued with manual welding of the fixed torque rods.
- ◆ We are also introducing pull testing of fixed torque rods effective May 2001.

Based on the above, we are very confident that the issues has been corrected.

Recommended Action Plan:

Based on our foregoing analysis and steps we have already taken we recommend the following action plan even though we feel that the torque rods that may have had poor weld penetration have already experience the quality issue:

- ◆ Test all fixed torque rods on all trucks built between May 8 and June 9, 2000 and still in dealers inventory and/ or replace the torque rods if defective.
- ◆ Test all fixed torque rods on all truck built between September 19 and October 4, 2000 and still in dealers inventory and/ or replace the torque rods if defective.
- ◆ Test all torque rods on trucks sold that were built during these two periods and have mileage less than 10,000 and/ or replace the torque rods if defective.

Conclusion:

We strongly feel our conclusions and recommended action plan is valid based on the available information.

CHALMERS SUSPENSIONS INTERNATIONAL INC.

WARRANTY - FIXED TORQUE ROD WELD ISSUES

OEM	VIN #	CHALMERS SHIP DATE	BUILD DATE	IN SERVICE DATE	DATE OF FAILURE	MILEAGE	UPPER RODS	LOWER RODS
PETERBILT	712434		17-May-00	05-Sep-00	30-Nov-00	4992	4-223157	
PETERBILT	712435		23-May-00	05-Sep-00	02-Jan-01	5382	1-223157	
KENWORTH	870590	7-Jun-00	15-Jun-00	03-Aug-00	26-Dec-00	9003		1-805216
PETERBILT	712438		15-Jun-00	10-Aug-00	09-Nov-00	1160	2-223157	
KENWORTH	870685	7-Jun-00	16-Jun-00	30-Jun-00	25-Jul-00	2967		1-805216
PETERBILT	712439		19-Jun-00	10-Oct-00	20-Feb-01	4698	1-223157	
FREIGHTLINER	J07127	25-Sep-00	04-Oct-00	08-Nov-00	21-Feb-01	8561	4-223157	
FREIGHTLINER	J07128	25-Sep-00	04-Oct-00	01-Nov-00	03-Feb-01	10616	1-223157	
FREIGHTLINER	J07130	25-Sep-00	04-Oct-00	16-Nov-00	08-Jan-01	5929	2-223157	
FREIGHTLINER	J07129	25-Sep-00	04-Oct-00	15-Nov-00	05-Dec-00	1927	2-223157	
KENWORTH	876043	27-Sep-00	13-Oct-00	30-Oct-00	23-Mar-01	15172		1-223251
KENWORTH	875107	26-Sep-00	13-Oct-00	30-Oct-00	27-Jan-01	3916		1-805216
KENWORTH	874720	4-Oct-00	30-Oct-00	08-Jan-01	29-Jan-01	1222		1-223251
KENWORTH	874719	4-Oct-00	30-Oct-00	26-Dec-00	05-Apr-01	999	2-223157	1-223251

DRAFT VEHICLE DEFECT OWNER NOTIFICATION LETTER

May 16, 2001

Dear Chalmers suspension Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Chalmers Suspensions International Inc. has determined that a defect which relates to motor vehicle safety may exist in certain 2000 and possible 2001 model year trucks equipped with Chalmers suspensions. These vehicles may have defective fixed fabricated torque rods. This could possible cause lack of axle retention which may result in lack of vehicle control.

Please contact the dealership where your truck was purchased as soon a possible to arrange a service date and so the dealer may order the necessary parts for the repair. Instructions for making this correction have been sent to your dealer and the parts will be made available. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact Chalmers Suspensions International Inc. customer service by calling 1-905-624-9750.

After contacting your dealer and Chalmers Suspensions International Inc. customer service and if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-DASH-2-DOT (1-888-327-4236). (Washington DC residents use 1-202-366-0123).

If you have sold or traded your vehicle, please let us know by calling at 905-624-9750.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Yours truly,

Steve Clarke
General Manager

DRAFT VEHICLE SAFETY DEFECT SERVICE BULLETIN

May 16, 2001

TO: All OEM Dealers:

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonable equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the letter that is being sent to owners, the owners are being instructed to contact Chalmers Suspensions International Inc. customer service if their dealer does not remedy the condition within three (3) days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

DEFECT INVOLVED

Chalmers Suspensions International Inc. has determined that a defect which relates to motor vehicle safety may exist in certain 2000 and possible 2001 model year trucks equipped with Chalmers suspensions (build dates XX to XX and XX to XX). These vehicles may have defective fixed fabricated torque rod. This could possibly cause lack of axle retention which may result in lack of vehicle control.

The fixed fabricated torque rod in question will be replaced at no charge to you or your customers.

VEHICLES INVOLVED

Involved are certain models of Chalmers suspensions, 1000 and 800 Series.

Involved vehicles have been identified by Vehicle Identification Number Computer Listings. Computer listings contain the complete Vehicle Identification Number, owner name and address data, and are furnished to involved dealers with the campaign bulletin. Owner name and address data furnished will enable dealers to follow-up with owners involved in this campaign.

**OEM NOTIFICATION LETTER OF DEFECTIVE FIXED FABRICATED
TORQUE RODS**

May 2, 2001

Dear

Chalmers Suspensions International Inc. has identified that a potential safety issue may be present in the fixed fabricated torque rods on suspensions shipped to your company during the following two different time periods:

- I Suspension kits shipped from Chalmers between May 8, 2000 and June 9, 2000.
- II Suspension kits shipped from Chalmers September 19, 2000 and October 6, 2000.

These fixed fabricated torque rods are used in the following suspension kits:

- Chalmers 1000 Series suspensions
- Chalmers 800 Series suspensions

The issue relates to weld penetration of the fixed fabricated torque rod eye to the tube which may result in separation. This issue maybe present in a few random fixed fabricated torque rods. This could possibly cause lack of axle retention which may result in lack of vehicle control.

NHTSA has been advised of this potential issue and Chalmers is filing a "Part 573 Defect and Non-Compliance Report 4" as of May 2, 2001. You should be aware that your company must file its own report to NHTSA (Part 573 Defect and Non-Compliance Report 3).

Chalmers will administer the following campaign as per the NHTSA regulations to ensure a speedy resolution to the issue:

1. All fixed fabricated torque rods will be replaced on all applicable vehicles that have suspensions that were shipped from Chalmers to your manufacturing plants between the following dates:
 - a) May 8, 2000 to June 9, 2000.
 - b) September 19, 2000 to October 6, 2000

NOTE: The attached list of suspension kits shipped to your plants on the dates as per the above.

2. Chalmers requests that you supply to us a list via e-mail or diskette containing the following information within 5 working days from today (May 9, 2001).

2.1 VIN, owner's name, mailing address, telephone number, of all trucks by dealership that have Chalmers suspensions installed on them (1000 Series and 800 Series) by gross weight rating shipped to your plants as detailed in Numbers 1a) and 1b).

2.2 List of all dealerships and contact names at the dealership that sold the trucks with Chalmers suspensions shipped to your plants as detailed in Numbers 1a) and 1b).

3. Chalmers Suspensions International Inc. will issue letters (once approved by NHTSA) to the dealerships and truck owners on or before May 16, 2001 as per the sample letter attached. Final draft letter will be issued to you after approval from NHTSA is received and before mailing May 16, 2001.
4. The truck owner will be requested to have the fixed fabricated torque rods replaced at the dealership where the truck was purchased. The dealer will be compensated by Chalmers Suspensions International Inc. based on standard SRO times established by Chalmers. The torque rods will be shipped from Chalmers directly to the dealership at no charge and the replaced rods will be returned direct to Chalmers for disposition at our expense.

Chalmers wishes to thank you for your assistance in this matter and advise that we would like to act quickly and professionally in resolving this issue.

Please call or e-mail the undersigned with any questions you may have.

Yours truly,

Steve Clarke
General Manager

SC/bh
Enclosure

E-mail address -- scclarke@chalmerssuspensions.com

DRAFT

SAFETY VEHICLE SAFETY DEFECT SERVICE BULLETIN

IMPORTANT

DEALER SERVICE INSTRUCTIONS

Safety Recall # _____ Chalmers Suspensions Fixed Fabricated Torque Rod

- This service requirement applies only to Chalmers suspensions 2000 and possible 2001 selected vehicles only, based on certain VIN 's as per the attached list.
- Dealers were notified via mail of this subject dated May 16, 2001.
- Recall Parts Packages will include replacement components.

GENERAL NOTIFICATION INFORMATION:

- Dealer will replace the fixed torque rods on trucks which are listed on the attached VIN sheet only.
- Dealer must call Chalmers at 905-624-9750 once the owner calls for a replacement appointment. The dealer must verify the replacement parts specifications and advise Chalmers who will ship the components directly to the dealership.
- The replaced parts are to be held at the dealership. A Chalmers service representative will advise return shipping instructions while calling on the dealer.

TORQUE ROD REPLACEMENT

NOTE: Replacement of the fixed torque rods in accordance with the following procedures will not change any existing axle alignment or planing angle condition. Therefore Chalmers will not be liable for any costs related to realignment of the axles.

NOTE: By completely removing and re-fitting only one torque rod at a time the chance of torque rod mix-up, which could lead to realignment of the suspension, or loss of axle planing axle and consequent axle damage, will be eliminated.

Replacement of Chalmers Torque Rods may be achieved easily and quickly in any shop without the use of a press or special tools, using the following steps as a guide.

NOTE: All stands and lifting devices **MUST** be of sufficient strength and rigidity to safely support the vehicle. **DO NOT WORK AROUND OR UNDER THE VEHICLE WHEN SUPPORTED ON LIFTING DEVICES.**

STEP 1 – If possible power wash the torque rod ends, as a minimum, the ends should be brushed with a hard bristle brush to remove road dirt accumulations.

STEP 2 – Chock the front tires to prevent the vehicle from moving. Remove all drive axle brake or wind up loads by placing transmission in neutral and releasing the spring or driveline brakes.

STEP 3 – Lift the rear of the vehicle. Support the frame on stands so all weight is just taken off the suspension.

STEP 4 – Work on only one torque rod at a time. Remove the 5/8" NC joint fasteners and spigot caps. Discard the fasteners, keep the spigot caps for inspection and cleaning. Remove the torque rod from the spigots by prying at each end until it comes free of the spigots.

NOTE: On the axle towers, pry off the metal plug cap to access the joint nuts. Keep the plug cap.

STEP 5 - Liberally lubricate the replacement torque rod rubber bushings and the relevant spigots with a quality rubber lubricant.

IMPORTANT: Never use any mineral based oils, greases, jellies or solvent soaps as a lubricant to aid in the assembly of the rubber bushed torque rods. To do so will lead to the premature failure of the bushing.

STEP 6 – Push each end of the replacement torque rod onto its relevant spigot. Using a heavy soft faced mallet, drive the torque rod onto the spigots. For best

results, alternate end to end driving so as the torque rod bushings travel evenly over the spigots. Continue driving until the bushing contacts the spigot bottom face.

STEP 7 – Press the spigot caps into the ends of the torque rod bushings, secure the ends in place using new 5/8" NC fasteners.

Torque the 5/8" NC fasteners to 135 ft. lbs.

****IMPORTANT:** Failure to torque check, may lead to fastener failure and consequent loss of vehicle control.

Repeat Steps 1 through 7 for each torque rod to complete the suspension rebushing.

IMPORTANT: USE ONLY NEW CHALMERS approved 5/8" NC fasteners for the joints. DO NOT RE-USE or use other fasteners. To do so may lead to fastener failure and consequent loss of vehicle control.

XXXXXX

May 9, 2001

To: All OEM Dealers
Subject: Safety Recall _____ – Chalmers Suspensions Fixed Fabricated Torque Rod
Models: Selected 2000 and possible 2001 Chalmers Suspension as per attached VIN sheet.
Reference: Mail on this subject was issued on May 16, 2001.

Fixed fabricated torque rod –Due to weld penetration of the fixed fabricated torque rod eye to the tube, which may result in separation. This issue maybe present in a few random fixed fabricated torque rod. This could possibly cause lack of axle retention, which may result in lack of vehicle control.

Fixed fabricated torque rod on certain Chalmers suspensions as per the attached VIN Report.

Important: Some of the involved vehicles may still be in dealer inventory. Federal law requires you to complete the recall service on these vehicles before retail delivery.

Details of this service are explained in the following sections.

- **Dealer Notification & Vehicle List**

Involved dealers: each dealer to whom involved vehicles were invoiced (or the current dealer at the same street address) will receive a copy of this Dealer Recall Notification letter and a list of the involved vehicles by Certified Mail.

Important: Dealer notification by Certified Mail is required by Federal law for all safety recalls. Responsible dealership personnel should be instructed to sign for this Certified mail without hesitation as it contains urgent safety recall information.

The Vehicle List is arranged in Vehicle Identification number sequence. Owners known to Chalmers are also listed. The lists are for dealer reference in arranging for service of involved vehicles.

Safety Recall # _____ - Safety Recall Subject – Chalmers Suspensions Fixed Fabricated Torque Rods

May 16, 2001

Completion Reporting and Reimbursement

Claims for vehicles which have been serviced must be submitted. Claims submitted will be used by Chalmers to record recall service completions and provide dealer payments.

Use one of the following labour operation numbers and time allowances:

Labour Operation Number	Time Allowance
------------------------------------	---------------------------

Components will be supplied at no charge direct from Chalmers.

Parts Return: Replaced parts are to be returned to Chalmers based on Chalmers Service Representative authorization and guidelines.

Vehicle Not Available:

If a vehicle is not available for service for any known reason, contact Chalmers customer service at Tel: 905-624-9750, Fax: 905-624-9796 or in writing to:

Chalmers Suspensions International Inc.
1136 Matheson Blvd. East
Mississauga, Ontario
Canada
L4W 2V4

Following the above procedures will expedite the processing of your claim.