

Vehicle Safety Recall - Technical Service Bulletin

PROMPT ACTION REQUIRED

Attention: McNeilus Product Owner
Subject: Mixer Vertical Chute Rack for Steel or Aluminum Chutes
Models Affected: All Mixers
Date: May 2014

Purpose:

McNeilus Truck and Manufacturing, Inc. has decided that a concern affecting safety exists in some vertical chute racks. The vertical chute rack can allow extension chutes to unexpectedly detach from the rack while in transport. The result of chutes detaching from the vehicle creates a possibility of a road hazard, which could result in a vehicle crash or injury. In the interest of motor safety and customer satisfaction, McNeilus has elected to initiate a voluntary recall to allow us to formally recall all affected units. This remedy must be completed on all affected units.

Affected Vehicles:

The affected vehicle population is McNeilus Mixers equipped with vertical chute racks for steel or aluminum chutes, produced between 10/25/13 and 2/14/14 (plus one unit on 2/24/14). Please refer to the attached VIN list of affected vehicles. (The chute racks for composite chutes and paver chutes are not affected.)

Time Completion

The time of accomplishment may vary due to a number of factors; however, the estimated time for completion of the procedure is 1.0 hour under normal circumstances.

Required Action:

1. Review and verify your ownership of all affected serial numbers of McNeilus mixers provided on the enclosed VIN list. Please be reminded that it is a violation of Federal law for you to sell or lease the mixers covered by this notification until this recall has been performed on these vehicles. Substantial civil penalties apply to violations of this law.

Reimbursement of Costs:

Affected units shall be repaired using the customer’s own qualified service technicians - at no cost to the owner. The repairs should take approximately 1.0 hour.

Please contact McNeilus to submit a warranty claim. In order to receive credit, you must provide McNeilus Warranty with either photographic evidence that the part(s) to be replaced is destroyed (cut in two pieces), or you must return the part to McNeilus Truck and Manufacturing, Inc. (obtain an RGA form from McNeilus Warranty prior to return).

Labor Reimbursement:

Claims are to be submitted through the warranty claim system. Claims must be received within 30 days of the repair. Claims must include the McNeilus serial number, the customer asset number, and this bulletin’s number (VSR-TSB-003).

Parts Reimbursement:

Parts and ground shipping will be reimbursed to the customer. Parts necessary for this repair must be ordered from McNeilus Parts by emailing: **chuteracks@mcneilusco.com**.

In the email, you must provide the following information:

1. List which trucks (by Mixer Serial Number or Chassis VIN) you are updating through this bulletin.
2. Shipping address for the parts.
3. Quantity of parts, listed by part number.
4. Paint code, if known.

Claims are to be submitted through the warranty claim system. Claims must be received within 30 days of the repair. Claims must include the McNeilus serial number, the customer asset number, and this bulletin’s number (VSR-TSB-003).

Contacts:

If you have questions or need further information, please contact a National Service Representative at 1-888-686-7278.

Enclosures:

Mixer Vertical Chute Rack and Chute Stop Inspection and Replacement Procedure
VIN List of Affected Vehicles

SAFETY NOTICE
<p>Before entering the Mixer drum or performing any maintenance to the Mixer, read and follow OSHA Regulations concerning entry and working in “CONFINED SPACE” OSHA 1910.146 and “LOCKOUT/TAGOUT” OSHA 1910.147.</p> <p>Follow OSHA Regulations while performing any work to the Mixer.</p> <p>Follow all safety instructions in your McNeilus Mixer Manual.</p> <p>Shut off truck engine, lock cab doors, and keep keys in your pocket before entering drum, or performing any work to the Mixer.</p> <p>Place magnetic “DANGER” signs on both cab doors. Failure to do so can result in serious personal injury or death.</p> <p>If you have any questions regarding this notice or require further assistance, call McNeilus Truck and Manufacturing, Inc. at 888-686-7278.</p>

Vertical Chute Rack and Chute Stop Inspection and Replacement Procedure

Tools and Equipment Required (Customer to supply own):

- Standard mechanic tools (see procedures for specific sizes)

Parts Required (provided by McNeilus):

Ref. No.	Part Number	Description	Qty.
1	1503879	BRKT, VERT, 3 CHUTE, STD, WLDT	1
	1164989	SCR, FLG, HEX .62-11 X 2.00 G8 ZY	4
	0120202	NUT, LOCK, FLG HEAD, .62-11 GG CW	4
2	1504170	BRKT, VERT, 2 CHUTE, STD, WLDT	1
	1164989	SCR, FLG, HEX .62-11 X 2.00 G8 ZY	4
	0120202	NUT, LOCK, FLG HEAD, .62-11 GG CW	4
3	1503170	STOP, CHUTE HANGER, R PED, WLDT	1
	1243670	SCR, FLG, HEX .38-16 x 2.00 G8 ZY	4
	0120200	NUT, FLG, LKDT .38-16 GG CW	4

NOTE: The cable does not need replacing. Retain and use the cable with the replacement chute rack.

Procedure 1: Inspect the Chute Rack and Chute Stop:

1. Place unit on a flat surface and block truck tires. Follow all Lockout/Tagout procedures.
2. Inspect the vertical chute rack to determine if the following procedure is necessary. The inspection procedure applies to either the two chute rack design or the three chute rack design:
 - If the chute rack looks like Figure 1, the rack is acceptable and no action is required (“old” chute rack style). The truck may be returned to service. (Note: Images for both the two chute rack design and the three chute rack design are provided.)
 - If the chute rack looks like Figure 2, the rack must be replaced (“recalled” chute rack style). (Note: Images for both the two chute rack design and the three chute rack design are provided.)
 - An obvious difference between the old chute rack style and the recalled chute rack style is that the recalled chute rack has two bent tabs on the bottom rack (Figure 2).
 - Follow the rest of the procedure to replace the recalled rack (Procedure 2) and inspect the chute stop.



Figure 1: “Old” Style Chute Rack **does not need to be replaced**. On left is the three chute rack design, and on the right is the two chute rack design.

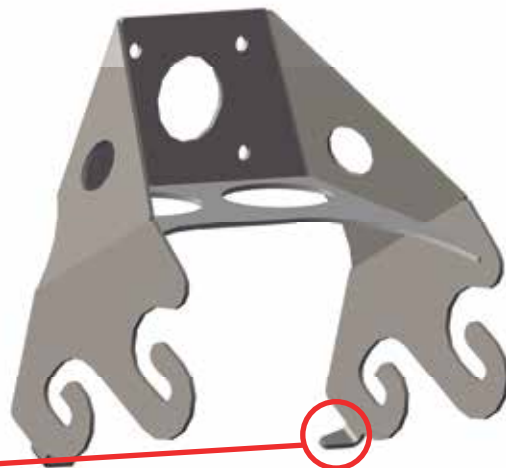
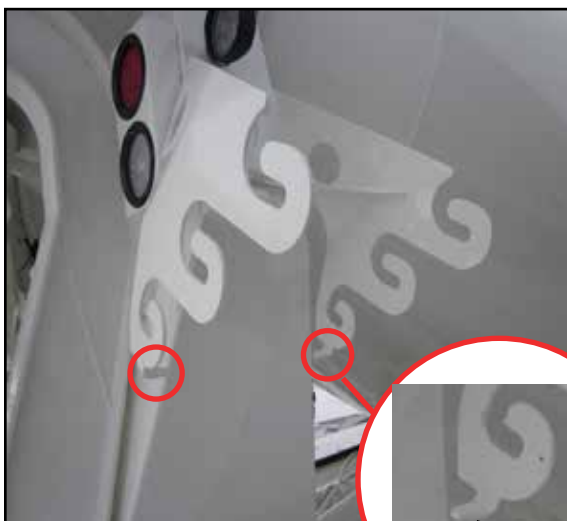


Figure 2: “Recalled” Style Chute Rack **must be replaced**. On left is the three chute rack design, and on the right is the two chute rack design.

Figure 3 shows the NEW style chute rack designs (1503879 or 1504170) that will replace the “recalled” designs.

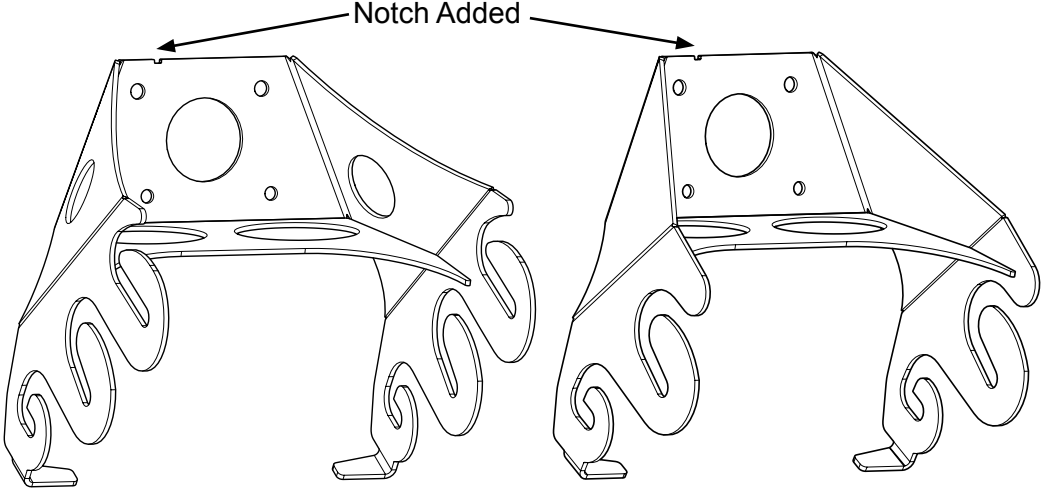


Figure 3: NEW chute rack designs (1503879 for the 3 chute design, 1504170 for the 2 chute design).

3. If the chute rack must be replaced, inspect the rack for an offset style chute stop.
 - If the rack has an offset style chute stop (Figure 4), the chute stop must also be replaced. See Procedure 3 for more information to replace the offset chute stop.
 - If the rack has a straight style chute stop (Figure 5), then the chute stop does not need replacing.



Figure 4: Offset Style Chute Stop must be replaced.



*Figure 5: Straight Style Chute Stop **does not** need to be replaced.*

Procedure 2: Replace the Chute Rack

1. Remove the existing chute rack from the truck by removing the mounting hardware. Provide McNeilus Warranty with either photographic evidence that the existing chute rack and mounting hardware are destroyed (cut in two pieces), or you must return the existing chute rack and mounting hardware to McNeilus Truck and Manufacturing, Inc. (obtain an RGA form from McNeilus Warranty prior to return).
2. Install and align the new chute rack, **P/N 1504170 for the two chute rack design** or **P/N 1503879 for the three chute rack design**, on the truck in the same location from which you removed the existing chute rack.
3. Secure the new chute rack on the truck using the new hardware provided: (4) P/N 1164989 Bolts, (4) P/N 0120202 Nuts. See Figure 6 for securing location of the chute rack on the truck (the three chute rack design is shown in Figure 6 for illustrative purposes. Install and attach P/N 1504170 for the two chute rack design in the same manner).

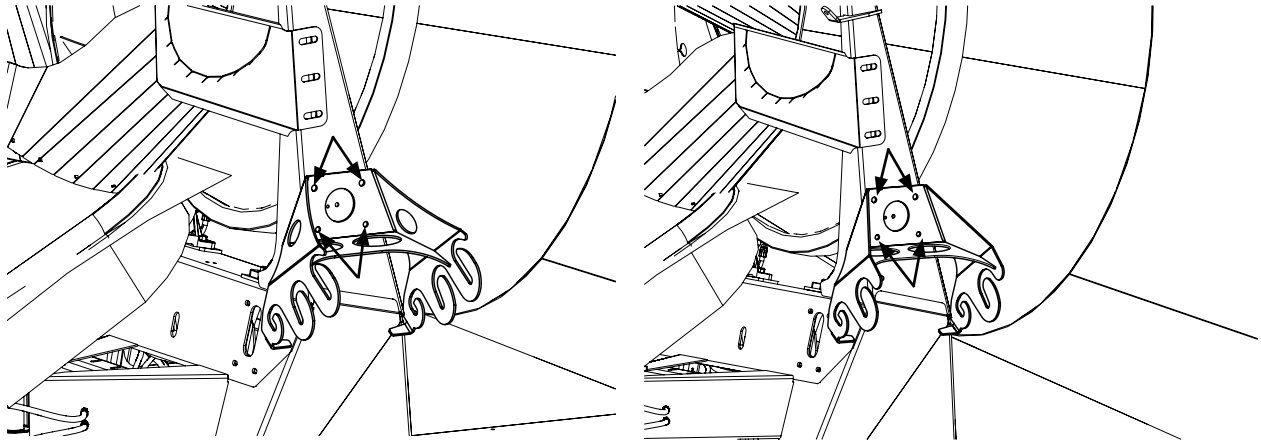


Figure 6: Place and secure the new chute rack on to the truck with the provided hardware. On left is the three chute rack design, and on the right is the two chute rack design.

Procedure 3: Replace the Offset Chute Stop

If you need to replace the offset chute stop, follow these instructions.

1. Remove the existing offset chute stop by removing the mounting hardware that secures the chute stop to the truck. Discard the existing chute stop and hardware.
2. Install and align the new offset chute stop (P/N 1503170) on the truck in the same location from which you removed the existing chute stop (Figure 7).
3. Secure with the new hardware provided: (4) P/N 1243670 Bolts, (4) P/N 0120200 Nuts (Figure 7).

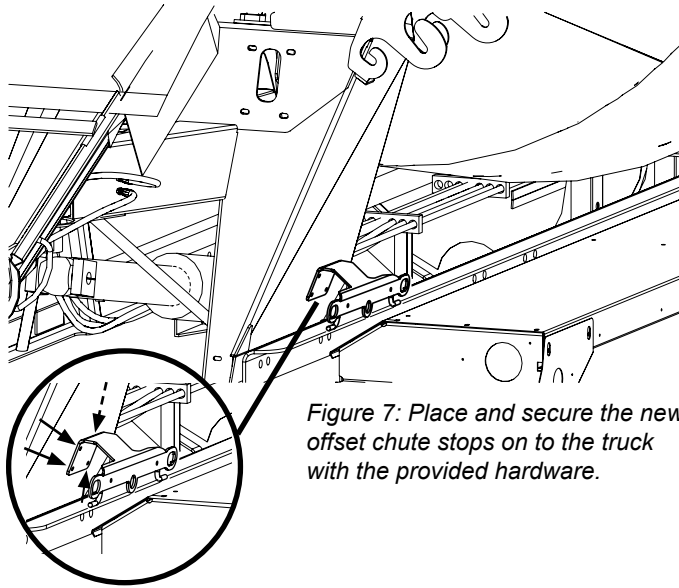


Figure 7: Place and secure the new offset chute stops on to the truck with the provided hardware.

Continuous Improvement:

The change included in this bulletin is part of the McNeilus® Continuous Improvement Process.

McNeilus® Company's quality policy is Providing Customer Satisfaction through Innovative Products, Dedicated Service, and a constant focus on Continuous Improvement.

"The Customer is our Boss!"



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**One Number. One Call.
One Solution.**

VSR-TSB-003 VIN List
(NHTSA 14V-135)

1M2AX04C3EM020372	1FVMG3CY4EHFY2152	1M2AX04C9EM020232
1M2AX04C1EM020452	1FVMG3CY6EHFY2153	1M2AX04C0EM020233
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VSR-TSB-003 VIN List
(NHTSA 14V-135)

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