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VIA OVERNIGHT COURIER

July 1, 2013

Mr. Bruce York, Chief
Medium and Heavy Duty Vehicle Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Re: **Bendix Commercial Vehicle Systems LLC Response to PE13-012**

Dear Mr. York:

This letter is being provided in response to your letter of May 20, 2013.

The information requested in response to PE13-012 is provided in the enclosed USB memory stick. Some of the information being submitted includes confidential business information. Bendix is submitting that information, together with a request for confidential treatment pursuant to Part 512 of NHTSA's regulations, to the Office of Chief Counsel

It should be noted, Bendix does not routinely obtain all of the information requested in connection with warranty claims or customer complaints. For example, Bendix does not routinely obtain the VIN number of the vehicle involved in the warranty claim. We are providing the information to the extent it is available. With this understanding, we will turn to your specific questions.

As you requested, we have repeated the applicable request verbatim above each response.

1. State the number of subject components that Bendix has sold to date by component name, part number (both engineering/production and service replacement), model and model year of the vehicle in which it is or may be used and the month/year of sale (including the cut-off date for sales, if applicable) since January 1, 2011.

   For each subject component part number, provide a list of all customers who have received a quantity of 100 or more since January 1, 2011. For each customer listed, provide their company name, line of business (i.e. vehicle manufacturer, equipment manufacturer, wholesale distributor, retail distributor, etc.), address, an appropriate point of contact (name, title, and telephone number) and the quantity sold of each subject component.

   Provide this information in Microsoft Access 2000, or a compatible format, entitled "PART SALES DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

RESPONSE

The requested information is provided in electronic format on a USB memory stick provided to the Office of Chief Counsel in the folder titled, "Section 1," in the file named "PartSalesData(PE13-012)_CONFIDENTIAL"

Attached file "Section 1 Explanation" is provided in the folder, "Section 1." This file provides some additional information regarding the data provided in this section of the response.

2. State the number of each of the following, received by Bendix, or of which Bendix is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:

a. Consumer complaints, including those from fleet operators;
b. Field reports, including dealer field reports;
c. Reports involving a crash, injury or fatality;
d. Reports involving a fire;
e. Property damage claims;
f. Third-party arbitration proceedings where Bendix is or was a party to the arbitration; and
g. Lawsuits, both pending and closed, in which Bendix is or was a defendant or codefendant.

For subparts "a" through "g," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "g," provide a summary description of the alleged problem and causal and contributing factors and Bendix's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "f" and "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

RESPONSE

The requested information is provided in electronic format on the enclosed USB memory stick in folder titled "Section" 2 in files the files identified below:

Attached file "Section 2 Explanation" provides some additional information regarding the data provided in this section of the response.

Attached file "Section 2 counts"

Attached file "Section 2 Summary Description for items D. This file contains any summary descriptions with regard to an item in "c" through "g".

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

a. Bendix's file number or other identifier used;
b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
d. Vehicle's VIN;
e. Vehicle's make, model and model year;
f. Subject component part number(s) and design version fitted as original equipment;
g. Causal component part number(s), if known or alleged;
h. Vehicle's mileage at time of incident;
i. Incident date;
j. Report or claim date;
k. Whether a crash is alleged;
l. Whether a fire is alleged;
m. Whether property damage is alleged;
n. Number of alleged injuries, if any; and
o. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "INCIDENT DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

RESPONSE

The requested information is provided in electronic format on the enclosed USB memory stick in the file named "IncidentData(PE13-012)" in the folder titled "Section3".

In the folder titled "Section 3", the file "Section 3 Explanation" is provided in the folder titled "Section 3". This file provides some additional information regarding the data provided in this section of the response.

4. Produce electronic copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Bendix used for organizing the documents.

RESPONSE

The requested information is provided in electronic format on the Confidential USB memory stick provided to the Office of Chief Counsel in the folder titled "Section 4

In the folder titled "Section 4", the file "Section 4 Explanation" is provided in the folder titled "Section 4". This file provides some additional information regarding the data provided in this section of the response and how it is organized.

5. State, by subject component part number, a total count for all of the following categories of claims, collectively, that have been received by Bendix to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign, whether the claim has been paid or not.
Separately, for each such claim, state the following information:

a. Bendix's claim number;
b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
c. VIN;
d. Subject component part number(s) and design version fitted as original equipment;
e. Repair date;
f. Vehicle mileage at time of repair;
g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
h. Labor operation number;
i. Problem code;
j. Replacement part number(s) and description(s);
k. Concern stated by customer;
l. Comment, if any, by dealer/technician relating to claim and/or repair; and
m. Whether the claim was paid or denied; if the claim was denied, please state the reason.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

RESPONSE

A portion of the requested information is provided in electronic format on the USB memory stick in the folder titled "Section 5" in the file titled "WarrantyData(PE13-012)" and all data is provided to the Office of Chief Counsel in the file titled "WarrantyData(PE13-012)_CONFIDENTIAL".

In the folder titled "Section 5", the file, "Section 5 Explanation & Counts," provides some additional information regarding the data provided in this section of the response. This file also contains the counts per the request of this section.

6. Describe in detail the search criteria used by Bendix to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Bendix on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any

extended warranty coverage option(s) that Bendix offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

RESPONSE

The requested information is provided in electronic format on the enclosed USB memory stick in the folder titled "Section 6."

7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Bendix has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Bendix is planning to issue within the next 120 days.

RESPONSE

A portion of the requested information is provided in electronic format on the enclosed USB memory stick in the folder titled "Section 7" and all of the information is on the Confidential USB memory stick provided to the Office of Chief Counsel .

In the folder titled "Section 7", the file "Section 7 Explanation" provides some additional information regarding the data provided in this section of the response.

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Bendix. For each such action, provide the following information:

a. Action title or identifier;
b. The actual or planned start date;
c. The actual or expected end date;
d. Brief summary of the subject and objective of the action;
e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
f. A brief summary of the findings and/or conclusions resulting from the action.
For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

RESPONSE

The requested information is provided in electronic format on the Confidential USB memory stick provided to the Office of Chief Counsel in the folder titled "Section 8".

In the folder titled "Section 8", the file "Section 8 Explanation" provides some additional information regarding the data provided in this section of the response.

9. Describe all modifications or changes made by, or on behalf of, Bendix in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:

a. The date or approximate date on which the modification or change was incorporated into vehicle production;
b. A detailed description of the modification or change;
c. The reason(s) for the modification or change;
d. The part number(s) (service and engineering) of the original component;
e. The part number(s) (service and engineering) of the modified component;
f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
g. When the modified component was made available as a service component; and
h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Bendix is aware of which may be incorporated into vehicle production within the next 120 days.

RESPONSE

The requested information is provided in electronic format on the Confidential USB memory stick provided to the Office of Chief Counsel in the folder titled "Section 9" and in files named "ADB22X 12 Degree Steer Engineering Change History_CONFIDENTIAL", , "Service Chamber Engineering Change History_CONFIDENTIAL", and "SN7 Bendix Steer Engineering Change History_CONFIDENTIAL" (22X, SN7 and chambers).

In the folder titled "Section 9", the file "Section 9 Explanation" provides some additional information regarding the data provided in this section of the response.

An executive summary of the design changes and how they relate is provided in the file "Section 9 Change History Summary_CONFIDENTIAL" in the folder titled Section 9.

10. Produce one exemplar sample of a Bendix ADB22X caliper/ carrier assembly and associated service brake chamber as originally equipped on the subject vehicles.

RESPONSE

The sample has been shipped separately on Monday July 1 via UPS, tracking number 1Z4794961354480880.

11. Furnish Bendix's assessment of the alleged defect in the subject vehicle, including:

a. The causal or contributory factor(s);
b. The failure mechanism(s);
c. The failure mode(s);
d. The risk to motor vehicle safety that it poses;
e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
f. The reports included with this inquiry.

RESPONSE

The requested information is provided in electronic format on the Confidential USB memory stick provided to the Office of Chief Counsel in folder titled "Section 11" and the files named "Section 11 Response", "Appendix 11.1_Responses to (a) through (f)", and "Appendix 11.2_Overview_Disc and Drum Brake".

Best Regards,

Rafael Dominguez
Director Quality & Product Safety

Enc: (1) USB Memory Stick, excluding Confidential Material
Copy of Confidentiality request

cc: Office of Chief Counsel, NHTSA