

NVS-200

(11 Pages)

05U-038

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report³

On 01/14, 2001, 2005 [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. _____) exists in the motor vehicles 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: 01-20-05

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

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

CAPACITY OF TEXAS, INC.

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

GENE WRIGHT - V.P. CUSTOMER SERVICE/WARRANTY

Telephone Number: 903-759-0610 Fax No.: 903-759-3209

Name and Title of Person who prepared this report.

GENE WRIGHT

V.P. CUSTOMER SERVICE/WARRANTY

Signed: *Gene Wright*

RECEIVED
FEB - 20 05
10:53 AM
NHTSA

³Each 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) 366-5227 or by FAX at (202) 366-7882.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): TJ6500 Model Years Involved: 2004 Model(s): _____

Production Dates: Beginning: _____ Ending: _____

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): _____ Model Years Involved: _____ Model(s): _____

Production Dates: Beginning: _____ Ending: _____

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): _____ Model Years Involved: _____ Model(s): _____

Production Dates: Beginning: _____ Ending: _____

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

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. _____

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.

TIE ROD ASSEMBLY ON FRONT AXLE

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

HEAT TREATING PROCESS CREATED A SURFACE HARNES

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

COULD POSSIBLY FRACTURE CLAMP

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

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

ARVIN MERITOR

2135 WEST MAPLE ROAD

TROY, MICHIGAN 48084

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

FRANK COOKSON

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.

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.

SEE ATTACHED

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.

ARVIN MERITOR

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

REPLACEMENT KITS & INSTRUCTIONS WILL BE SENT BY ARVIN MERITOR

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.

SEE ATTACHED

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.

SEE ATTACHED

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 that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.



2135 W. Maple Rd.
Troy, MI 48084

arvinmeritorinc.com

DATE: January ~~14~~₁₅, 2004

TO: Gene Wright

SUBJECT: Defect Information Report relating to certain tie rod clamps shipped to ArvinMeritor between July 1, 2004 and August 31, 2004, by supplier Urresko, s.a. de c.v. TRW Recall – Tie Rod Assemblies and Ends.

ArvinMeritor Campaign Number: C5AA

NHTSA: 04E-088

Dear Gene:

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

Urresko, s.a. de c.v. has notified ArvinMeritor that Urresko has determined a defect, which relates to motor vehicle safety, exists in certain tie rod clamps that were shipped to ArvinMeritor between July 1, 2004 and August 31, 2004.

Description of Defect:

An identifiable batch of tie rod assembly clamps was heat-treated. The heat-treating of tie rod assembly clamps is outside of the normal process for manufacturing clamps. The heat treat process created a surface hardness that could lead to fracture of the clamp. The defect was identified, to date, by the cracking of one such clamp.

Identifying Suspect Part Date Codes:

The only means to identify suspected parts is by the ArvinMeritor axle serial numbers listed below. ArvinMeritor requests you to send the vehicle 17-digit VIN that corresponds with each axle serial number list on attached spreadsheet. Please send this information to the contact below in order for ArvinMeritor to track vehicles affected.

Vehicle 17-digit VIN, location, and contact information can be sent to Frank Cookson by mail, fax or email (phone: 248-435-1205, fax: 248-435-1208, email: frank.cookson@arvinmeritor) between 8:00 a.m. and 4:30 p.m. EDST.
ARVINMERITOR
2135 WEST MAPLE ROAD
TROY MI 48084
ATTN: FRANK COOKSON/SE097

Claims for Credit:

Warranty claims associated with this recall should be directed to ArvinMeritor's OnTrac call center at 1-866-668-7221. ArvinMeritor will pay valid claims for the replacement of suspect parts.

Dealers or fleets should call ArvinMeritor's OnTrac call center before starting the recall procedure. The OnTrac call center will need the follow information in order to start a case number and give the repair facility the approval to proceed with the work.

- Reference to ArvinMeritor Campaign Number: *TBD*
- Reference to the vehicle manufacturer's campaign number (optional).
- NHTSA Recall Number: 04E-088
- 17-digit vehicle identification number (VIN).
- ArvinMeritor axle serial number.
- Vehicle owner's name, address, and telephone number.
- Vehicle in-service date.
- Repairing facility name, address, and telephone number.
- Repair facilities hourly rate.

NOTE: If an owner has difficulty finding a repair facility please contact ArvinMeritor's OnTrac call center for assistance. OnTrac will work with them to find a repair facility in their area that can perform the work.

Once the work has been completed the dealer or fleet will need to call ArvinMeritor's OnTrac call center with the following information in order to receive payment. ArvinMeritor would prefer to pay the dealer or fleet directly for the work completed. If this is not possible, OnTrac will supply the repair facility with a warranty pre-approval number. This pre-approval number will need to be referenced on the Capacity of Texas's warranty claim sheet when submitted to ArvinMeritor for payment, along with the following information:

- Vehicle repair date.
- Vehicle mileage at the time of repair.
- Repair facility work order number.

- Total labor hours required performing the work.
- Repair parts and quantities used for the repair.
- Confirmation that the removed parts have been destroyed.
- A digital picture of the destroyed parts will be sufficient.

Failure to provide complete information may delay processing of the warranty claim. For questions regarding claim processing contact the ArvinMeritor OnTrac Customer Service Center at 1-866-668-7221(US and Canada) between 8AM and 8PM EDST, and between 9AM and 5PM EDST

Availability of Replacement Parts and Service Instructions:

Replacement kits and service instructions will be shipped, at no charge, directly from Urresko's location in Cleveland, OH to the repair facility. Once ArvinMeritor's OnTrac call center has issued a claim number, the repair facility can call or email Urresko's parts center to have the parts shipped overnight directly to their facility or request OnTrac to arrange for parts shipment during the initial call. Below is the contact information for Urresko's parts center.

Jorge (George) Sylvester
8210 Garfield Rd.
Mentor, OH 44060
Phone: 440 205-9982
Email: jsylvester6@aol.com
9:00 AM to 5:00 PM EDST

Removed Material Disposition:

Scrap the removed part immediately to ensure the part is not reused on another vehicle.

Labor and Handling Allowance Remedy:

You may inspect your own vehicle or take it to an authorized vehicle repair facility. ArvinMeritor will pay up to ½ hour to cover inspection cost and an additional ½ hour for the replacement of the tie rod when needed, when needed. Both standard repair times include administration fees to file the warranty claim. For any assistance needed in locating a repair facility call ArvinMeritor's OnTrac call center at 1-866-668-7221.

Communication:

Please use ArvinMeritor toll free phone number **1-866-668-7221** to get assistance with questions about this campaign. This phone number is staffed Monday through Friday, 8AM to 8PM EDST, and Saturday 9AM to 5PM EDST, to answer questions regarding:

- Identification of suspect parts.
- Replacement part status.
- Claim procedures.
- Claim status.

If you conclude that ArvinMeritor has not enabled you to remedy this condition in a reasonable time, you may submit a complaint to the:

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

- or -

Call the toll free Auto Safety Hotline: 1-888-DASH-2-DOT or 1-888-327-4236

We regret any inconvenience that this situation may cause. ArvinMeritor wants to assure you that we are concerned for customer safety and your continued satisfaction with our products.

Sincerely,

ArvinMeritor



Frank Cookson
Service Manager
Specialty Products

Enclosure

Capacity Clamp Replacement Documentation

Axle Serial Number	ARM Axle Specification	OEM Axle Specification	Tie Rod Assembly Part Number	Replacement Clamp Part Number	Retro Fit Data Required	
					Vehicle Vin Number	Vehicle In Service Date (if applicable)
NKA04031125	FG941LX118	137830	A2 3102V3454	817755N	4LMDF71314L014977	8/3/04

DEALER

4LMDF71314L014977

NORTH WEST FORK LIFT
 838 SENECA AVENUE SW
 RENTON, WA. 98055

BRIAN McDONALD
 425-204-5000

END USER.

LAMB WESTON
 78153 WESTLAND RD.
 HERMISTON OR, 97838

FRANK NELSON
 541-567-2211 EXT 540