



2135 W. Maple Rd
Troy, MI 48084

arvinmeritor.com

DATE

[FIRST AND LAST NAME]
[TITLE]
[COMPANY NAME]
[ADDRESS]
[CITY], [STATE] [ZIP CODE]

NOTICE: Defect Information Report, in accordance with 49 CFR §573.6, concerning certain wheel end studs supplied by B&D Thread Rolling and assembled into hubs shipped to ArvinMeritor OEM and Aftermarket customers between April 7, 2008 and May 19, 2008

ArvinMeritor File: C8AE

NHTSA File: 08E-038

Dear ArvinMeritor Customer:

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

ArvinMeritor has determined that a defect which relates to motor vehicle safety exists in certain wheel end studs shipped by our supplier. ArvinMeritor assembled these wheel end studs into hubs, which were then subsequently assembled into axles. Some hub assemblies and loose studs were also shipped to the aftermarket facility. These loose studs, hubs and axles were then shipped to ArvinMeritor OEM and Aftermarket customers between April 7, 2008 and May 19, 2008.

NHTSA Notification & Safety Recall Obligations

According to our records, affected units were shipped to your company. If those units were installed as original equipment on vehicles manufactured at your facility, and you agree that they contain a safety defect, your company must notify the National Highway Traffic Safety Administration (NHTSA) within 5 business days and conduct a safety recall of those vehicles. It is critical that the NHTSA guidelines are followed in a timely manner and that your customers are notified to conduct the remedy described below.

IMPORTANT: Some of the affected vehicles may still be in your inventory. Federal law requires you to complete the recall service on these vehicles before delivery. ArvinMeritor will provide replacement or repair for these units prior to delivery to your customers.

You must also submit your draft version of your dealer and customer notices to NHTSA for approval at least 5 days prior to mailing such notification to dealers and owners of potentially affected studs. You may contact NHTSA with questions by sending an email to rmd.odi@dot.gov.

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. Notifications to owners of potentially affected vehicles are by first class mail. Please be advised that the outside of each envelope containing an owner notification letter must be marked "SAFETY RECALL NOTICE" all in capital



letters, either in boldface or underlined, and in type that is larger than that used in the address section. A sample of the envelope must be submitted to NHTSA for approval at least 5 business days before mailing to owners.

Description of Defect

The suspect wheel end studs were improperly tempered, potentially rendering them brittle and susceptible to fracture. If one wheel stud fractures, the remaining wheel studs are required to carry more load. If left in this loading condition, the remaining wheel studs may also fracture even if they are properly manufactured. The time between initial bolt fracture and subsequent bolt fracture will be dependent on loading and duty cycle and is unpredictable.

Recommended Action

ArvinMeritor recommends that owners of vehicles originally equipped with ArvinMeritor axle assemblies containing the suspect studs use the inspection procedure provided in ArvinMeritor Technical Publication TP-0894. The repair procedure within this technical bulletin can be used to inspect and replace suspect studs.

NOTE: Not all studs will need to be replaced. Only replace studs that are suspect by following the identification procedure within the TP-0894

The affected vehicles should be repaired as soon as feasible by a vehicle manufacturers' authorized repair facility. This replacement program will be managed by ArvinMeritor, and will be at no expense to vehicle owners.

Identification of Affected Parts

The suspect population information containing the axle serial numbers are attached with this notification. ArvinMeritor is continuing to research shipment records. You may receive a separate notice for additional axle serial numbers from ArvinMeritor.

Vehicle manufacturers are requested to provide VIN information and Vehicle In-Service Dates for the corresponding axle serial numbers for tracking field actions. The requested information is to be forwarded to:

~~(To be inserted – we plan on having individual contact names here that will address the Trailer, Specialty and Aftermarket segments).~~

Inspection of the stud heads, on the back side of the hub, will determine if stud replacement is required. Studs marked with NC-11 on the stud head must be replaced with new studs. Any other letter number combination is not part of the suspect population. Additional details for identification of suspect product are described in the ArvinMeritor Technical Publication TP-0894, attached to this notice.

Availability of Replacement Parts and Service Instructions

Replacement parts are currently available.



Vehicle manufacturers' (OEM) or repair facilities should obtain replacement studs by contacting ArvinMeritor's OnTrac Performance Plus Call Center using any of the below methods.

Contact: OnTrac Performance Plus Call Center, follow the menu system for the appropriate language and select option number 7

Note: This is an unannounced menu option

Phone: 1-866-668-7221

Fax: 248-435-5580

Email: ontrac@ArvinMeritor.com

Parts, Labor and Handling Allowance

The following are the details of allowances relating to parts, labor and handling available to vehicle manufacturers' (OEM):

- Because of the urgency of the issue ArvinMeritor will provide parts at no cost using over night shipping.
- ArvinMeritor will reimburse as the standard repair time (SRT) of 1/2 hour per wheel end for inspections and an additional 1/10th hour per 1-2 studs.

Removed Material Disposition

Dealers should change identified suspect studs only on an identified vehicle axle even if only one stud on the axle has been identified as suspect. Removed studs should be returned to ArvinMeritor. Call the OnTrac for specific shipping information. See above of OnTrac contact info.

Claims for Credit

ArvinMeritor will accept warranty claims for inspecting and replacing the suspect studs associated with this notice directly from the vehicle manufacturers (OEM). In order to receive proper credit, such warranty claims must contain the following information at the time of submission:

- Reference to ArvinMeritor Campaign ID Number C8AE
- Reference to NHTSA Campaign ID Number : 08E-038
- Reference to the vehicle manufacturer's campaign number (optional).
- 17-digit vehicle identification number (VIN).
- Axle serial number
- Vehicle owner's name, address, and telephone number.
- Vehicle in-service date.
- Vehicle repair date.
- Vehicle mileage at the time of repair.
- Dealer work order number
- Repairing facility name, address, and telephone number.
- Total labor hours required performing the work, not to exceed agreed formula.
- Repair facilities hourly rate.
- Number of studs replaces and shipped to ArvinMeritor's Carrolton, KY facility
- Tracking number for FedEx shipment of returned suspect studs.

Failure to provide complete information will delay processing of the warranty claim.



Questions relating to warranty claims, replacement parts delivery and parts disposition can be addressed to the ArvinMeritor OnTrac Performance Plus Call Center using any of the below methods.

Contact: OnTrac Performance Plus Call Center, follow the menu system for the appropriate language and select option number 7

Note: This is an unannounced menu option

Phone: 1-866-668-7221

Fax: 248-435-5580

Email: ontrac@ArvinMeritor.com

Communication

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: 1-888-327-4236

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
Manager of Customer Service

Attachments: