



Recommended Action

ArvinMeritor recommends that owners of trailers originally equipped ArvinMeritor TL axles be contacted immediately and asked to inspect the wheel ends per Technical Bulletins TP0860. This bulletin will update the staking to three position and increase the nut torque from ~550lb/ft to 850lb/ft.

Affected trailers should be inspected as soon as possible by an authorized repair facility. This 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 In-Service Dates for the corresponding axle serial numbers for tracking field actions. The requested information is to be forwarded to:

Jeremy Tertzakian
Jeremy.Tertzakian@ArvinMeritor.com
OnTrac Technical Manager – Troy, MI
Ph 248.273.4641 Fax 248-435-5580

Availability of Replacement Parts and Service Instructions

Replacement parts are currently available and if needed will be provided by ArvinMeritor at no cost. Vehicle manufacturers' (OEM) or repair facilities should obtain replacement parts 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 5

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):

- ArvinMeritor will reimburse at the repair facility standard warranty repair rate of up to 1.5 hours for vehicle inspection and will reimburse up to an additional 1 hours per wheel-end if hub replacement is required.

Claims for Credit

ArvinMeritor will accept warranty claims for inspection 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 : C11AB
- Reference to NHTSA Campaign ID Number : 10E-058
- Reference to the vehicle manufacturer's campaign number (optional)
- 17-digit vehicle identification number (VIN)
- Axle model and serial number



- Vehicle owner's name, address, and telephone number
- Vehicle in-service date
- Vehicle inspection date
- Vehicle mileage at the time of repair (if available)
- Repair facility work order number
- Repairing facility name, address, and telephone number
- Total labor hours required performing the work, not to exceed agreed amount
- Repair facilities hourly rate
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Failure to provide complete information will delay processing of the 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 5

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
1200 New Jersey, S.E.
Washington, D.C. 20590

- or -

Call the toll free Vehicle Safety Hotline: 1-888-327-4236; (TTY: 800-424-9153
or go to <http://www.safercar.gov>

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

Jeremy Tertzakian
OnTrac Technical Manager

Attachments: