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Troy, MI 48084

meritor.com

11-21-2011

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General Manager of Quality Assurance
Hino Motors Manufacturing USA
37777 Interchange Dr.
Farmington Hills, MI 48335

NOTICE: Defect Information Report, in accordance with 49 CFR §573.6, concerning certain MFS-08 series non-drive front steer axles supplied for commercial trucks.

Meritor File: C12AB

NHTSA File: 11E-048

Dear Sir /Madam

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

Meritor, Inc. (formerly known as ArvinMeritor, Inc.) has decided that a defect which relates to motor vehicle safety exists in certain suspect axles that were produced with an alternate process due to a bolt that was subsequently determined to be nonconforming. As a result, suspect axles are believed to have insufficient torque of the bolts that retain the steering arm.

The population of potentially affected axles was determined by manufacturing and shipping records maintained by Meritor.

Description of Defect

Certain suspect axles were produced with an alternate process due to a bolt that was subsequently determined to be nonconforming. As a result, suspect axles are believed to have insufficient torque of the bolts that retain the steering arm. Low torque can result in the steer arm loosening and exhibiting steering play. Further loss of torque may result in bolt fatigue and fracture and/or arm separation, Thereby potentially resulting in loss of vehicle control.

Suspect axles were assembled at Meritor’s facility located at Boulevard Nexxus, ADN #2505, Cienega de Flores, Nuevo Leon, 65550, Mexico (“Meritor Monterrey”), and were either shipped to Meritor’s facility located at 160 Ash Street, Forest City, NC 28043 (“Meritor Forest City”) for further processing or were shipped directly to the assembly customer. The effected axle specification numbers are contained in the following chart.

Part Number
MFS08113BNN23
MFS08153BNN89
MFS08153BNN90
MFS08153BNN92
MFS08153BNN93

Suspect axles were produced between January 28, 2011 and February 8, 2011 and shipped to Meritor customers during the January 28, 2011 – June 20, 2011 time period.

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. Meritor 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 drivelines. 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.

Recommended Action

The affected vehicles should have the suspect bolts inspected as soon as feasible by a vehicle manufacturers' authorized repair facility or end-user. This bolt inspection program will be managed by Meritor, and will be at no expense to vehicle owners.

Identification of Affected Parts

The suspect population information containing the axle serial numbers that may contain suspect bolts and corresponding chassis number is attached with this notification.

Vehicle manufacturers are requested to provide VIN information and Vehicle In-Service Dates for the corresponding suspect non-drive steer axle serial numbers for traceability and reporting purposes. The requested information is to be forwarded to:

Lee French
Lee.French@Meritor.com
Technical Manager OnTrac Customer Service Center – Troy, MI

Availability of Replacement Parts and Service Instructions

All axle assemblies within the suspect window are to be inspected for loose steering arm bolts by checking the existing torque from the suspect lot. If found loose then you are to replace the steering arm bolts(s) in the axle assembly. Replacements parts are available via Meritor's after market part distribution system and will be sourced through normal OEM channels.

Parts, Labor and Handling Allowance

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

- Part and labor cost will be reimbursed through standard warranty.
- Meritor will reimburse at the OEM SRT for checking the bolt torque and replacement if necessary.

Removed Material Disposition

Repair facilities should return the removed bearings bolts to Meritor Central Material Return Center, 849 Whitaker Rd.Suite B, Plainfield IN. 46168 The OnTrac customer service center (866-668-7221) can arrange for return shipping of the bolts upon request. The removed bolts should not be reused.

Claims for Credit

Meritor will accept warranty claims for installing replacement bolts associated with this notice directly from the vehicle manufacturers (OEM). To obtain credit for the claim; the repair facility should file with their OEM and the OEM will reimburse the repair facility for the work. Meritor will reimburse the OEM through its standard warranty process.

In order to receive proper credit, such warranty claims must contain the following information at the time of submission:

- Reference to Meritor Campaign ID Number: C12AB
- Reference to NHTSA Campaign ID Number : 11E-048
- Reference to the vehicle manufacturer's campaign number (optional)
- 17-digit vehicle identification number (VIN)
- 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
- Tracking number for shipment of returned material

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

Communication

If you conclude that Meritor 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. Meritor wants to assure you that we are concerned for customer safety and your continued satisfaction with our products.

Sincerely,

Meritor

Charles Smith
Director of Quality, North America
Meritor, Inc.

Attachments:
Axle Serial number and/or Vin List