

01/11/2011

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Summit Trailer
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NOTICE: Defect Information Notice – concerning Spindle Nuts and Stake Washer on certain ArvinMeritor TL Series trailer axles.

ArvinMeritor File: C11AB

NHTSA File: 10E-058

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 decided that a defect which relates to motor vehicle safety exists in certain ArvinMeritor Trailer axle's wheel end systems. The affected motor vehicle equipment is ArvinMeritor TL Series trailer axles assembled at ArvinMeritor's Frankfort, Kentucky facility. The axles were shipped between April 2005 and July 2008.

Description of Defect

ArvinMeritor has received field reports of low torque on the spindle nut on ArvinMeritor TL Series installed in van trailers where the stake washer for the nut is staked in a single location as opposed to multiple locations. Low and or no torque on the nut can result in excessive end-play in the wheel-end system and could progress to a wheel separation which could result in a crash.

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 uppercase 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

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

ArvinMeritor

- 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: