

7/27/2012

Cottrell Customer Name
Cottrell Customer Address

NOTICE: Defect Information Report, in accordance with 49 CFR §573.6, concerning field recall actions 10E-057 and 11E-015, Remedy modification and population correction.

Meritor File: C11AA NHTSA File No.: 12V-370

Dear Cottrell Customer:

Based on information provided by Meritor, Cottrell has decided that a defect which relates to motor vehicle safety exists in certain Meritor TL Series trailer axles originally equipped with FAG brand bearing units supplied by Schaeffler Group USA Inc. that were supplied by Meritor from April 2005 through October 2010.

Description of Defect

Meritor previously contacted you about the FAG brand unitized bearing system. (See enclosed letter dated 2/22/2011). As Meritor mentioned at that time, the FAG brand unitized bearing system exhibits low durability life in certain vehicle applications. Prolonged use of the system in these applications can result in degradation of the bearing grease, thereby potentially resulting in a bearing failure and subsequent wheel-end fire. While implementing the repair procedures described in those communications, Meritor determined that the subject TL axles may exhibit the following conditions:

- False Shoulder - Road debris not removed during the original repair procedure can create a false shoulder on the seal journal. This condition can interfere with the seal journal, leading to seal wear, water ingress and bearing distress.
- Lack of Lubrication - Insufficient grease being packed in the hub during the original repair procedure can lead to unlubricated wheel seals which, in turn, can then lead to seal wear, water ingress and bearing distress.

Both of the above conditions can lead to field performance issues, including a wheel separation, which could lead to loss of vehicle control, property damage and/or personal injury. As a result, Meritor is modifying the repair procedures as described in detail below.

Recommended Action

Based on information provided by Meritor, Cottrell recommends that owners of trailers originally equipped with suspect axles contact ONTRAC immediately and ask to undertake remedial actions as described in the attached procedure TP1128 (for units that have **not** been repaired using the original repair procedures) or TP1268 (for units that that have been repaired using the original repair procedures). If the ABS system warning light on the instrument panel illuminates, it may be an indication of the wheel end prematurely wearing out. All ABS system warnings need to be investigated as soon as possible.

The original TL type hub will be replaced with a conventional design hub as the remedy. The conventional design hub assembly will require at a minimum an annual inspection and lubrication

replacement. This 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 trailer serial numbers in your fleet is attached with this notification. Vehicle owners are requested to provide VIN information and In-Service Dates for the corresponding serial numbers for tracking field actions.

The requested information is to be forwarded to:

Phone: 1-866-668-7221 - OnTrac Performance Plus Call Center, follow the menu system for the appropriate language and select option number 5

Fax: 248-435-5580

Email: ontrac@Meritor.com

Availability of Replacement Parts and Service Instructions

Conventional hubs intended as replacement for original TL series hubs, are now available. Vehicle Owners or repair facilities should obtain replacement parts by contacting the Meritor OnTrac Customer Service Call Center using any of the above methods.

Parts, Labor and Handling Allowance

The following are the details of allowances relating to parts, labor and handling available to vehicle owners:

- For installation of new conventional hubs, Meritor will reimburse at the repair facility standard warranty repair rate of up to 3 hours per axle for replacement of hubs.
- For conversion of previously installed conventional hubs, Meritor will reimburse at the repair facility standard warranty repair rate of up to 3.5 hours per axle.

Claims for Credit

Meritor will accept warranty claims for inspecting and replacing the suspect hub units associated with this notice directly from the vehicle owners and repair facilities. In order to receive proper credit, such claims must contain the following information at the time of submission:

- Reference to Meritor Campaign ID Number : C11AA
- Reference to NHTSA Campaign ID Number : 12E-015
- 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 repair 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

Failure to provide complete information will delay processing of the claim.
Questions relating to claims, replacement parts delivery and parts disposition can be addressed to the Meritor OnTrac Customer Support Center using any of the below methods.

Phone: 1-866-668-7221 - OnTrac Performance Plus Call Center, follow the menu system for the appropriate language and select option number 5

Fax: 248-435-5580

Email: ontrac@Meritor.com

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

Sincerely,

Jeff Waggoner
Customer Service Specialist

Attachments: All Meritor Recall Information