



December 16, 2015

Bob Birdwell  
Gillig LLC  
25800 Clawiter Road  
Hayward, CA 94545

## IMPORTANT SAFETY RECALL

**NOTICE:** Defect Information Report, in accordance with 49 CFR §573.6, concerning brake chambers having incorrect drain hole orientation specification. Without good drainage there is the potential for water build-up within the chamber and this could cause long term reliability issues which may affect chamber actuation. The axles were built between October 17, 2014 and April 30, 2015.

Meritor File: C15AD

NHTSA File: N/A

Dear Mr. Birdwell:

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

Meritor, Inc. ("Meritor") has decided that a defect which relates to motor vehicle safety exists with certain brake chambers installed at our Meritor Laurinburg site between October 17, 2014 and April 30, 2015.

### **Description of Defect**

Brake chambers having an incorrect drain hole orientation specification allows the possible build-up of condensation. This could cause corrosion and part deterioration, which could cause long term reliability issues which may affect chamber actuation. The suspect brake chambers were installed at the Meritor Laurinburg site between October 17, 2014 and April 30, 2015.

### **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.



### **Availability of Replacement Parts and Service Instructions**

Replacement parts are currently available and if needed will be provided by Meritor at no cost. Vehicle manufacturers (OEM) or repair facilities should obtain replacement parts by contacting Meritor's OnTrac Performance Plus Call Center using any of the below methods:

Phone: 1-866-668-7221  
Fax: 248-435-5580  
Email: [ontrac@Meritor.com](mailto:ontrac@Meritor.com)

### **Parts, Labor and Handling Allowance**

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

- Remove and replace 2 service chambers per vehicle - 1.3 hours
- Administrative time per vehicle - 0.2 hours
- Total allowed time per vehicle - 1.5 hours
- If required, replacement parts will be provided by Meritor directly to the repair facility
- Labor rates not to exceed \$100.00 per hour will be applied

### **Removed Material Disposition**

Repair facilities must disable a chamber that requires replacement. The instructions for disabling the air chamber are included in TP-15138 attached. Dispose of the air chamber according to the manufacturer's guidelines.

### **Claims for Credit**

Meritor will accept warranty claims for inspecting, and replacement of any resultant component associated with this notice directly from the vehicle manufacturers (OEM). To obtain credit for the claim; the repair facility should file with its 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: C15AD
- Reference to NHTSA Campaign ID Number : N/A
- 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,

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

Enclosures:

Axle Serial number and/or VIN List  
Meritor Technical Publication No. TP-15138



## Appendix A – VIN Numbers for C15AD

Owner Name	VIN	Meritor Serial Number
FT WORTH, TX	15GGE2710F1	LRS00828327
FT WORTH, TX	15GGE2712F1	LRS00828326
FT WORTH, TX	15GGE2714F1	LRS00828325
FT WORTH, TX	15GGE2716F1	LRS00828324
Connecticut DOT	15GGE3012E1	LRS00788315
Connecticut DOT	15GGE3012F1	LRS00804834
Connecticut DOT	15GGE3014F1	LRS00804831
Connecticut DOT	15GGE3016F1	LRS00804833
Connecticut DOT	15GGE3018F1	LRS00804832
Connecticut DOT	15GGE301XF1	LRS00807484
Connecticut DOT	15GGE3011F1	LRS00807483
Connecticut DOT	15GGE3013F1	LRS00807485
Connecticut DOT	15GGE3015F1	LRS00807482
Connecticut DOT	15GGE3017F1	LRS00843714
Connecticut DOT	15GGE3019F1	LRS00843713
Connecticut DOT	15GGE3010F1	LRS00843712



**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 vehicles. You may contact NHTSA with questions by sending an email to [rmd.odi@dot.gov](mailto: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 must be 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**

Inspect all suspect axles for an incorrect drain hole orientation specification. All brake chambers with an incorrect orientation specification are replaced with the new A11-3376P16 chamber. This program will be managed by Meritor, and will be at no expense to vehicle owners. (See VIN List)

### **Identification of Affected Parts**

Serial numbers of vehicles that may contain suspect brake chambers have been included with this notification on Appendix A.

Vehicle manufacturers are requested to provide VIN information and Vehicle In-Service Dates for traceability and reporting purposes. The requested information is to be forwarded to:

Gordon Hall  
Gordon.Hall@Meritor.com  
Technical Manager OnTrac Customer Service Center – Troy, MI  
Ph 248.435.2704 Fax 248.435.1393