



September 21, 2017

## IMPORTANT SAFETY RECALL

**NOTICE:** Defect Information Report, in accordance with 49 CFR §573.6, concerning Trailer Axles & MPA/MTA Suspensions found to have caliper bolts that did not meet torque specifications. The axles were built between January 1, 2017 and August 4, 2017.

Meritor File: C17AB

NHTSA File: 17E049

Dear CUSTOMER CONTACT:

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 in certain Meritor Trailer Axles & MPA/MTA Suspension. The axles were assembled at our Meritor Frankfort site between January 1, 2017 and August 4, 2017.

### **Description of Defect**

Trailer Axles & MPA/MTA Suspensions found to have caliper bolts that did not meet torque specifications. The suspect axles & suspensions were assembled at the Meritor Frankfort site between January 1, 2017 and August 4, 2017.

### **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](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**

It is recommended that all affected vehicles suspend operation and be set up for immediate wheel end repair to the standards of the maintenance manual for greased wheel end.

### **Identification of Affected Parts**

Serial numbers of axles that have been identified with suspect population are attached to this notification.

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:

Matt Elkins  
Matt.Elkins@meritor.com  
Technical Manager OnTrac Customer Service Center – Troy, MI  
Phone 248-435-5508 Fax 248.435.1393

### **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)



### 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,

Johnathan Christopher  
Director of Quality, Global Aftermarket & Trailer  
Meritor, Inc.

Enclosures:  
Axle Serial number and/or VIN List  
Meritor Technical Publication No. TP-15141