Part 573 Safety Recall Report 23E-031

Manufacturer Name : Meritor, Inc.
Submission Date : OCT 10, 2023
NHTSA Recall No. : 23E-031
Manufacturer Recall No. : NR

Manufacturer Information :

Manufacturer Name : Meritor, Inc.
Address : 2135 West Maple Road
Troy MI 48084
Company phone : 248-435-1725

Population :

Number of potentially involved : 65
Estimated percentage with defect : 9 %

Equipment Information :

Brand / Trade 1 : Meritor
Model : MFS
Part No. : MFS20133ANK66
Size : NR
Function : Axle
Descriptive Information : Meritor received report from a customer regarding end play adjustment. As a result of the investigation, it was observed that some of the keeper spindle nuts did not have the keeper installed correctly.

The affected axles were built between 1/15/2020 and 11/05/2022 at the Laurinburg manufacturing site.

Production Dates : JAN 15, 2020 - NOV 05, 2022

Brand / Trade 2 :	Meritor
Model :	MFS
Part No. :	MFS20133ANK86
Size :	NR
Function :	Axle
Descriptive Information :	Meritor received report from a customer regarding end play adjustment. As a result of the investigation, it was observed that some of the keeper spindle nuts did not have the keeper installed correctly. The affected axles were built between 1/15/2020 and 11/05/2022 at the Laurinburg manufacturing site.
Production Dates :	JAN 15, 2020 - NOV 05, 2022

Brand / Trade 3 :	Meritor
Model :	FF
Part No. :	FF961LX296
Size :	NR
Function :	Axle
Descriptive Information :	Meritor received report from a customer regarding end play adjustment. As a result of the investigation, it was observed that some of the keeper spindle nuts did not have the keeper installed correctly. The affected axles were built between 1/15/2020 and 11/05/2022 at the Laurinburg manufacturing site.
Production Dates :	JAN 15, 2020 - NOV 05, 2022

Description of Defect :

Description of the Defect :	Improper assembly of the keeper spindle nut can result in nut being able to rotate on the spindle threads. If the nut loosens over time, the wheel end may separate from the steer axle.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	The OEMs determined potential safety issue could result in potential injury, loss of vehicle control, and increase risk of crash.
Description of the Cause :	Installing the keepers on the pro-torque nut is a manual process and the standard operating procedure was not followed by the operator.

Identification of Any Warning that can Occur :	The driver would initially feel vibration from the steer axle.

Involved Components :

Component Name :	Axle
Component Description :	Meritor MFS
Component Part Number :	MFS20133ANK66

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR
	NR
Country :	NR

Chronology :

12/12/2022 – Notified by customer that it was observed that the orange keeper was not installed correctly from the Meritor factory on some of the ProTorq® spindle nuts.
12/12/2022 - RCM / 8D # CC23-0034 was opened for improper keeper installation on front axles by Laurinburg. Front axle quality technicians were assigned to validate engagement of keepers and capture pictures of keeper installation and on all ProTorq® spindle nuts built on the front axle line.
12/21/2022 – Engineering began working on analysis involving improper keeper installation reported by customer.
1/11/2023 – Engineering provide summary of investigation to product safety and compliance counsel and continued investigation.
2/6/2023 – Meritor Product Safety and Compliance Committee reviewed engineering technical position conclusion and determined a possible safety related concern has been identified and impacted customers should be notified.
2/6 – 3/23/2023 – Communication with customers conducted.
3/23/2023 – Meritor notified that Spartan Fire filed a 573 Defect Report with NHTSA.
3/31/2023 – Meritor notified that Capacity of Texas filed a 573 Defect Report with NHTSA.

Description of Remedy :

Description of Remedy Program :	Meritor will work with affected vehicle manufacturers to inspect and replace the pro-torque nut keepers as necessary on the subject steer axles. The vehicles that have been remedied would have been covered through the normal warranty process.
How Remedy Component Differs from Recalled Component :	The remedy is to correct the installation of the pro-torque nut keeper within the axle. The remedy component would be the same.
Identify How/When Recall Condition was Corrected in Production :	Meritor issued a quality alert in production, verified in-house inventory, and put in place new corrective action processes by 12/26/2022.

Recall Schedule :

Description of Recall Schedule :	The affected OEM's will conduct the recall and will process notifications. Meritor will support, as required.
Planned Dealer Notification Date :	NR - NR
Planned Owner Notification Date :	NR - NR

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :	Capacity of Texas
Address :	401 Capacity Drive Longview TX 75604
Country :	US
Company Phone :	9037590610

Name :	Spartan Fire
Address :	1541 Reynolds Road Charlotte MI 48813
Country :	US
Company Phone :	5715884700

* NR - Not Reported