



May 17, 2021

PACCAR
Attention: Jim Bingaman
3200 Airport Road
Denton, TX 76205

IMPORTANT SAFETY RECALL

NOTICE: Defect Information Report, in accordance with 49 CFR §573.6, concerning certain 14Xe ePowertrain motor stators where the stator lug terminations were insufficiently crimped creating high resistance and ultimately excessive heat. The affected assemblies were built between February 8, 2019 and August 4, 2020.

Meritor File: C21AC

NHTSA File: 21E028

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 14Xe ePowertrain motor stators. The affected assemblies were built between February 8, 2019 and August 4, 2020.

Description of Defect

Certain 14Xe ePowertrain motor stators where the stator lug terminations were insufficiently crimped creating high resistance and ultimately excessive heat. The operator may experience a loss of power to the accessory systems that can increase the risk of 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. 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.

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

Meritor will inspect entire suspect population for heat damage on the carrier terminal block. Vehicles with heat damage will be taken out of service and have stators replaced. If no signs of heat damage are found, the vehicle will stay in service and stator replacement will be scheduled as a preventive measure. Customers will be reimbursed for inspection process and defective parts.

Identification of Affected Parts

Serial numbers of axles that may have been affected 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:

Richard Costello
Richard.Costello@@meritor.com
Technical Manager OnTrac Customer Service Center – Troy, MI
Phone 248-435-1110 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 (OEMs) 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

Parts, Labor and Handling Allowance

The following are the details of allowances relating to parts, labor and handling available to vehicle manufacturers (OEMs); Meritor will provide parts, labor and handling at no cost.

- Inspection: 1.75 hours
- Inspection and replace carrier – 13.75 hours

Claims for Credit

Meritor will accept warranty claims for inspecting, and replacement of any resultant component damage associated with this notice directly from the vehicle manufacturers (OEMs). 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: C21AC
- Reference to NHTSA Campaign ID Number : 21E028
- 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,

Mike Ho
Senior Director of Quality
Meritor, Inc.

Enclosures:
Serial Number List