

## Lisa Sampson

---

**Subject:** Formal Notification Letter Re: Recall 22V-025

Greetings –

Attached is the official notification letter for the 22V-025 Recall of the Meritor Rear Axle. We have also included a list of the trucks impacted in your network. Due to the complexity of this recall, we have included the exact wording we are giving the customers which mirrors some of the details provided to you.

- Claims will be filed directly to Meritor from the authorized Meritor service provider that the customer chooses.
- In order to file a claim, the customer must provide critical information like VIN, Axle SN, the vehicle's mileage and photos of the rear axle area at the time they call their repair shop to initiate the claim.
- The service provider will take this information and submit it to Meritor's OnTrac system. Authorized Meritor service providers should be familiar with this process. If you are performing the claim and remedy work and have any questions, feel free to reach out.
- Meritor will review the information/photos and decide if the truck requires the remedy or if the truck is exempt. The review process should take 3 days. Replacement carriers can be shipped in 2-3 day, not including transit times.
- Finally, Rosenbauer is requesting notification of either events and are asking the customer to mail the postcard back to us included in their letter. This will help us retain record retention as required by the government. We will enter SRS tickets as we receive the postcards.

I'm always available for any questions. We thank you for your help and assistance in helping us resolve this important safety recall.



**Lisa Sampson**

---

Rosenbauer America, LLC  
Compliance Manager  
100 3<sup>rd</sup> St.  
Lyons, SD 57041  
[www.RosenbauerAmerica.com](http://www.RosenbauerAmerica.com)

---