

## Chronology for 22V-025 Safety Recall for Meritor Rear Axle

From Lisa Sampson, Compliance Manager at Rosenbauer

As of May 5, 2022

On January 6, 2022 Rosenbauer was alerted in a meeting that we had recalled product from Meritor. Rosenbauer started analyzing the details regarding the recall tied to 21E-098 from Meritor. We started our analysis on the impacted trucks and identified where the impacted trucks are located and filed the appropriate paperwork for the recall. Rosenbauer asked for additional information from Meritor including the remedy for delivered trucks and trucks in production. The information was received mid-January, Rosenbauer finalized list on 2/3/2022 and Meritor was alerted with a request on help remedying trucks in Production. Production was alerted that day.

Rosenbauer then worked with Meritor to remedy the trucks in Production immediately. All but one truck identified to be in production was inspected and remedied by Meritor the week of 2/14/22 at Rosenbauer's facilities. There is one final truck that once complete at our Nebraska location, will travel back to SD and receive the inspection and remedy.

Rosenbauer Compliance will maintain communication with Rosenbauer Production & Meritor to check when the truck will be available for inspection/repair. Inspection by Meritor involved using an eddy current ultrasonic testing tool to verify the pinion is intact. All inspections for trucks in Production were completed by Meritor technicians as Rosenbauer supplied indoor space and common tools as requested.

On March 4, 2022, Rosenbauer Compliance was informed that we had a delivered truck in Wisconsin (VIN M12904 / SN LRS01557102) that experienced a broken pinion and after some review, this truck was not part of the original recalled population. My team and I worked with Meritor to address the problem immediately through a local shop on Monday-Tuesday. Since this truck was not originally identified as part of the recall, both Meritor and Rosenbauer expressed concern. It was agreed that Meritor would review their bookends on production timeframe and potentially expand the population.

On 3/9/22, Meritor's quality manager reached out to Rosenbauer alerting them that the population had expanded and he sent a new list of additional trucks. Rosenbauer exchanged phone calls and emails trying to tie the Meritor Serial Number to our VIN around 3/16/22. On 3/21/22, Rosenbauer Compliance requested a meeting to discuss the plan as some are in Production, but most are delivered; the meeting was held the next day. Meritor shared the missing information (PO info) and Rosenbauer tied those to the appropriate trucks by end of day 3/23/22.

The population for the US went from 16 to 81 on 3/23/22.

Rosenbauer also received the field campaign remedy plan, however, the plan to address the additional trucks in production would be further discussed on Monday 3/28/22.

On 3/29/22, Rosenbauer started a draft amendment #2 in the NHTSA portal and reached out to a NHTSA representative asking if they should submit knowing that the population and remedy might change. In this email, there is an attachment from the Meritor rep that Rosenbauer has been communicating with stating that there was a delay on their part.

All Dealers were alerted via an informal email on Wednesday 3/30/22 that more trucks will be involved in the recall and that details were to-be-determined. That same day, we started coordinating the replacement of the recalled carriers for

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3 trucks that were at our Dealers prior to final customer delivery in attempt to remain compliance to the federal law of not delivering any recalled trucks to a customer. These remedies were completed in the next few days by an authorized Meritor service provider.

Letters were started on 3/24/22 and sent to Meritor on 3/25/22 for review. Meritor replied on 3/30/22 with their edits that were questioned by Rosenbauer. Rosenbauer expressed at that time that the majority of our trucks had exposed air brake lines which was a stipulation for seeking the remedy. Questions were sent to Meritor on Monday 4/4/22. Meritor called Rosenbauer Compliance Manager on Tuesday 4/5/22 to say that ultimately that Rosenbauer can proceed with how they see fit. However, there was still confusion on how to process the remedy and what Meritor Service Department would need from our Customers and Dealers. After some discussion with Meritor and internally, Rosenbauer determined the proper remedy and documentation/claim process. This process will be detailed in our notification letters but ultimately there are two main things that identify if the axle will be remedied with a carrier replacement: mileage under 8496 (or 13672km) and exposed air brake lines. Meritor is stating that if the truck has more than 8496 miles/13672 km and has not faced any failures, it should not be inspected or remedied as their data states the pinion would have broken by now. Furthermore, Meritor is stating that the safety risk is due to the pinion's proximity to the air brake lines. If the pinion breaks and can be sheltered from damaging the brake lines, then it will not be remedied with a carrier replacement. Instead it will go through their normal warranty and service claim process at the time of failure. Due to this, Meritor's Ontrak system will request the customer provides the inservice date, current mileage and photos of the air brake lines near the rear axle. These details will be outlined in our notification letters.

In that same phone call on 4/5/22, Meritor informed Rosenbauer that there will be additional trucks in the recall due to their analysis into their aftermarket sales department. They were expanding the production dates which will impact our population again. The risk for failure was still considered low but now we have more to remedy in Production and in the field.

The following day on Wednesday 4/6/22, Rosenbauer received the entire population and started the analysis to identify which trucks received recalled axles;

On 4/6/22, NHTSA contacted Rosenbauer regarding the 3/29/11 email. Suggestions to update the timeline/schedule, chronology, and remedy. Since Rosenbauer is still trying to figure out the exact population, this will be on hold and the draft was not submitted.

Thursday 4/7/22 Rosenbauer asked for additional purchase order information to help identify which truck received which suspect carrier.

Friday 4/8/22 Rosenbauer identified each and every new trucks involved in the recall as well as their physical location. Additional trucks were placed on ship hold; The necessary parties at Meritor and Rosenbauer were notified.

As of 4/9/22, the population for US is 125 and includes 2020 Avengers, 2013, 2020-2022 Commanders, 2020-2022 Warriors. It was previously 81.

Tuesday 4/12/22 Meritor Techs arrived onsite in SD to inspect (remedy as necessary) the trucks in South Dakota Production; All passed inspection.

Thursday 4/14/22, additional meeting with Meritor to discuss the field campaign and inspecting the trucks in production. The schedule will move out. Meritor expressed that the recall was launched and we could start notifications.

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Rosenbauer informed them of the population at our Dealers pending delivery to the customer and that we need to get these remedied soon. They agreed to support us.

Friday 4/15/22: Rosenbauer informed those dealers that they can arrange for remedy on the trucks at their location prior to customer delivery as per federal law.

A second amendment was submitted to NHTSA on 4/15/22 with the final remedy plan and schedule.

Tuesday 4/19/22: Rosenbauer was informed by our Dealer that the impacted trucks and updated population were not updated in the Meritor OnTrac System so it showed that these were incorrectly not impacted by the recall.

A follow-up meeting with Meritor occurred on Wednesday 4/20/22 to outline the schedule and finalize the details.

- Tuesday 4/26/22: Meritor Techs will inspect the trucks in MN Production and our Chassis Production.
- Wednesday 4/27/22: Meritor will inspect three trucks that are located at our Nebraska plant due to the timing of their techs being in Nebraska. If this can't happen, we will have another round of trucks to inspect at our SD plant. If that is our only option, the date on that inspection is to-be-determined and possibly will entail Rosenbauer taking the truck to the local Freightliner dealership to have the carrier replaced. TBD.
- Meritor needs to get their call center crews up to speed to address the influx of calls and emails to OnTrac due to this recall. They did not get their systems updated even though they were notified on April 8.
- They won't have this updated until Friday 4/22/22. Some of the claims for trucks at Dealers that are awaiting customer delivery have been able to get attention via our contacts at Meritor.

Additionally, Meritor's former Compliance Manager who helped file this recall was on the 4/20/22 call for any questions regarding the filing. After some discussion, Rosenbauer was informed that the 21E-098 Recall from Meritor is not in fact, for all OEMs that receive Meritor product and that 21E-098 is for REV group only and was filed from a compliance standpoint, not a safety risk. It is Meritor's response to the REV group's filing. This was not communicated when Rosenbauer was notified of the recall via a meeting with Meritor reps in January. The recent recall that was recently filed by Meritor, Recall # 22E-027 only applies to the aftermarket sale of axles which is not what Rosenbauer partakes in, therefore this recall is also not applicable to our product. At this time, Meritor is unsure if they will file a recall related to Rosenbauer's fire trucks.

Friday 4/22/22: Rosenbauer uploaded draft letters and communications on NHTSA portal.

Monday 4/25/22 Meritor Techs start inspecting the trucks in MN Production and our Chassis Production. 2 fail; coordinating with Meritor and local shop to replace carriers.

Tuesday 4/26/22: Noting that it seems to be taking longer than expected to receive the recall determination from Meritor, Rosenbauer reached out to Meritor about what we can expect for turnaround times so we can include that in our letters. The whole process could take 5-10 business days: 1-3 days to process claims, analyze the photos and respond, 2-3 days to build replacement carriers and then transit time (1-5 days). Due to this timing being inconsistent, Rosenbauer will continue to monitor claims that are being processed for trucks that are at our Dealers, pre-delivery as we are concerned that Meritor may not be able to keep up with the influx of claims.

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Final drafts were uploaded 4/27/22 to NHTSA portal with this additional information; Dealers were emailed official letters and list of trucks on 4/28/22. Official Owner Letters were sent to the print shop 4/27/22.

**Letters for US Customers were mailed 5/4/22.**

Wednesday 4/27/22 Meritor Techs inspect 3 trucks in NE; 1 fails and needs replacement carrier. Coordinating with Meritor and local authorized shop to do the work.

As of 5/5/22, Rosenbauer continues to work with Meritor to remedy trucks prior to shipment and customer delivery. We still have a few that may need replacement carriers in Production and they will not leave Rosenbauer until resolved.

Chronology and schedule updated on NHTSA portal 5/6/22.

By 5/17/22, all trucks in Production or on Rosenbauer premises were remedied by either a replacement of the carrier or by passed inspection by a Meritor technician.

The first quarterly report reflected a total of 87 remedied and the second quarterly report showed a total of 95 completed with 6 being inspection only.

Chronology and notes added to the NHTSA portal on 12/8/22 for clarification.

All other updates will be made via quarterly reports as Rosenbauer continues to work with our customers and dealers to remedy open recalls.

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