



October, 2000

Mr. Kenneth N Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street SW
Washington, D.C. 20590

00V-246.108

Subject: Defect Information Report, in accordance with 49 CFR 575.5
NHTSA File: 00E-047
E-One Service Bulletin: 00-19

Dear Sir:

This Defect Information Report is submitted by Emergency One, Inc. in accordance with the requirements of The National Motor Vehicle Safety Act as set forth in 49 CFR 573.5. This information is presented to correspond to the sub paragraphs of section 573.5 (c).

1. This report is being submitted by: **Emergency One, Inc.**
1601 SW 37th Ave.
Ocala, Fl 34474
2. This report pertains to TRW tie rods ends installed on 1999 Emergency One, Inc. Model H306 Hush Pumper fire trucks manufactured between October, 1999 and December, 1999.

The tie rod ends were manufactured by: **TRW Automotive**
Commercial Steering Systems
PO Box 60
Lafayette, IN 47902

Mr. Larry LaFleur
Director Operations

The tie rod ends are installed on axles manufactured by:
ArvinMeritor
2135 West Maple Road
Troy, MI 48084-7186

Mr. G.T. Bowman
Manager, Product Integrity

3. Emergency One, Inc. has identified three units that could be affected. This number has been determined by completing a "where used" on the axle part numbers that ArvinMeritor indicated could be affected.

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Mr. Kenneth Weinstein

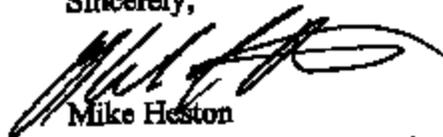
National Highway Traffic Safety Administration

October 2000

4. The percentage of actual defective units is unknown at this time.
5. Emergency One, Inc. has relied on the information supplied by ArvinMeritor and TRW.
6. In late October, 2000 Emergency One, Inc. received notification that ArvinMeritor and TRW have initiated a recall.
7. This issue does not involve a non-compliance with a motor vehicle standard.
8. The owners of the recalled units will be notified in writing in November, 2000.

We believe the information in this document meets the requirements of 49 CFR 573.5. If you believe we have not met all of the requirements, please notify us. Any questions regarding this information can be directed to Mr. Clayton Gibson at phone number (352) 861-3612 or fax number (352) 237-2999.

Sincerely,



Mike Heston

Director of Customer Services

Emergency One, Inc.

Enclosures: ArvinMeritor's Notices
TRW's Notice
TRW's Service Bulletin LNK-112
E-One's users list

October 13, 2000

To: Affected ArvinMeritor Customers

Subject: Campaign Notice: Model 20-EDL Tie Rod End Sockets
manufactured by TRW and shipped to ArvinMeritor from July 5,
1999 through October 18, 1999.

ArvinMeritor File: None NHTSA File: 00E-047

Dear Customer,

This notice is sent to you in accordance with the requirements of the
National Traffic and Motor Vehicle Safety Act.

General Information

On August 30, 2000 TRW notified ArvinMeritor (formerly Meritor
Automotive) that a potential defect exists in certain tie rod ends (designated
Model 20-EDL) that TRW had manufactured and shipped to ArvinMeritor
between July 5, 1999 and October 18, 1999.

Copies of TRW's Notification Letter to ArvinMeritor and ArvinMeritor's
Notification to NHTSA are enclosed.

TRW has recommended that the suspect Model 20-EDL Tie Rod Ends be
replaced.

TRW and ArvinMeritor have agreed that TRW will manage details of the
Campaign directly with affected Original Equipment customers.

**TRW can be contacted by calling 1-866-280-3287 between 7 AM and 7
PM EDT.**

TRW representatives will assist you by providing additional background
information regarding the issue (if needed), by assisting you and your
customers (vehicle owners) identify suspect parts, and by providing
information about tie rod end replacement claim information (procedures
and status).

October 13, 2000

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The attached shipment records list the complete axle assemblies that are suspected to contain the defective tie rod ends that ArvinMeritor shipped to "Specialty" axle customers.

ArvinMeritor is continuing to research shipment records that pertain to aftermarket shipments. You may receive a separate notice if your company purchased aftermarket tie rod ends or x-tubes from ArvinMeritor.

Questions or Complaints

If you conclude that ArvinMeritor 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
400 Seventh Street, S.W.
Washington, D.C. 20590

- or -

Call the toll free Auto Safety Hotline: 1-800-424-9393
(Washington D.C. Residents call 202-366-0123)

We regret any inconvenience that this situation may cause but assure you that ArvinMeritor's concern is for your continued satisfaction with our products.

Sincerely,

ArvinMeritor



G. T. Bowman

Manager, Product Integrity and Reliability

copy: NHTSA

September, 2000

National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, D.C. 20590
Attention: Associate Administrator of Enforcement

Subject: Defect Information Report, in accordance with 49 CFR 573.5
Ref: NHTSA 00E-047
TRW's August 30, 2000 Notification to ArvinMeritor

Certain TRW 20-EDL Model Ball Sockets Manufactured and Sold from July 5,
1999 Through October 3, 1999

ArvinMeritor File: None

NHTSA File: 00E-047 (TRW)

Gentlemen:

This Defect Information Report is submitted by ArvinMeritor (formerly Meritor Automotive) in accordance with the requirements of The National Motor Vehicle Safety Act of 1966 as set forth in 49 CFR 573.5. This information is presented to correspond to the sub paragraphs of section 573.5 (c).

(1) This report is submitted by

ArvinMeritor
2135 West Maple Road
Troy, Michigan 48064

(2) This report pertains to certain Model 20_EDL Ball Sockets Manufactured by TRW and shipped to ArvinMeritor from July 5, 1999 through October 18, 1999.

ArvinMeritor has determined that the earliest affected axle assemblies were manufactured on July 5, 1999 based ArvinMeritor's analysis of the receipt and use of the tie rod end shipment records that were attached to TRW's August 30, 2000 Notification to ArvinMeritor.

September, 2000

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ArvinMeritor has determined that the last affected axle assemblies using the affected tie rod ends were manufactured in mid-November, 1999. ArvinMeritor's analysis estimates that the last suspect material would have been installed in axle assemblies by this date.

(3) ArvinMeritor estimates that approximately 53,000 axle assemblies are affected.

(4) The percentage of actually defective assemblies is unknown.

(5) ArvinMeritor has relied on the information contained in TRW's Notification.

(6) In late May 2000, ArvinMeritor received a report of that a TRW tie rod end had separated in service. Meritor promptly informed TRW who conducted the ensuing investigation.

(7) This issue does not involve non-compliance with a motor vehicle standard.

(8) In order to address this issue, ArvinMeritor intends to notify the affected purchasers and advise them to follow TRW's recommendations for repair.

Following is an approximate schedule for the program:

September, 2000 Complete Notification to Affected Original Equipment
Axle Assembly Purchasers

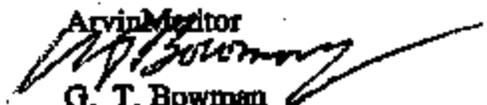
October, 2000 Complete Notification to Affected Aftermarket
Purchasers

Refer to TRW schedule for other scheduled activities.

We trust that the information provided in this document is fully responsive to the requirements of 49 CFR 573.5. All additions or modifications to any of the information given will be reported promptly to NHTSA. Any questions with respect to the information provided should be directed to the undersigned.

Respectfully Submitted,

ArvinMeritor


G. T. Bowman

Manager, Product Integrity



TRW Automotive
Commercial Steering Systems

P.O. Box 60
Lafayette, IN 47902-0060
317.423.5377
Fax 317.429.1668
SHIP 800 Heath Street, 47904

August 30, 2000

Sent via facsimile and express mail

Mr. Michael Barnett
Mr. Tom Bowman
ArvinMeritor Inc.
2135 West Maple Road
Troy, MI 48048

Re: Certain TRW 20-EDL Model Ball-sockets Manufactured and Sold from July 5,
1999 Through October 3, 1999. NHTSA Campaign ID Number: 00E-047

Dear Mr. Barnett and Mr. Bowman:

TRW Commercial Steering Systems (TRW) has determined that a potential defect exists which relates to motor vehicle safety in certain TRW 20-EDL model ball-socket assemblies manufactured from July 5, 1999 through October 3, 1999.

The TRW 20-EDL model ball-socket assemblies may separate due to premature wear in some applications. If the TRW 20-EDL model ball-socket assembly were to separate, there could be a loss of vehicle steering control in some applications.

TRW recommends that the suspect TRW 20-EDL ball-socket assemblies be replaced in some applications. TRW can provide assistance in making this determination. Affected vehicles should be repaired as soon as feasible. The repairs should be completed by a vehicle manufacturer's authorized repair facility.

Identification of Affected Parts.

This recall relates to TRW 20-EDL model ball-socket assemblies manufactured and sold to ArvinMeritor, Inc. by TRW during the period from July 5, 1999 through October 3, 1999. The suspect TRW 20-EDL model ball-socket assemblies have TRW manufacturing date codes of 9G1, 9G2, 9G3, 9G4, 9H1, 9H2, 9H3, 9H4, 9H5, 9J1, 9J2, 9J3, and 9J4. Exhibit A contains a list of the TRW parts sold to ArvinMeritor, Inc. that may contain the suspect TRW 20-EDL model ball-socket assemblies.

Replacement Parts

The remedy for the suspect TRW 20-EDL model ball-socket assemblies will be to replace them with the appropriate size TRW DL ball-socket assemblies. Vehicle manufacturers may purchase replacement DL ball-sockets directly from TRW.

TRW Inc.

Mr. Michael Barnett
Mr. Tom Bowman
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TRW DL ball-socket assemblies can be purchased as individual TRW DL ball-socket assemblies, or as service kits. The service kits for tie-rods will contain two TRW DL ball-socket assemblies and a service bulletin. The TRW part number for the 24-DL ball-socket assembly tie-rod service kit is L24KP0018. The TRW part number for the 20-DL ball-socket assembly tie-rod service kit is L20KP0006. Replacement TRW DL ball-socket assemblies and service kits will be available for purchase after September 8, 2000.

For suspect TRW 20-EDL model socket assemblies that may have been sold as service parts, TRW is preparing two additional service kits. One service kit will have a TRW 20-DL ball-socket assembly with right hand stem threads (part number L20KP0008) and the other service kit will have a TRW 20-DL ball-socket assembly with left-hand stem threads (part number L20KP0007). Both kits will contain a service bulletin.

TRW will ship replacement service kits directly to locations that ArvinMeritor, Inc. or the vehicle manufacturer specifies. TRW and ArvinMeritor, Inc. will determine the best method for handling freight charges.

Labor and Handling Allowance

TRW will allow up to one and one-tenth (1.1) hours labor for each tie-rod service kit installed (two tie-rod ends) and toe-in adjustment made by an OEM authorized dealer or fleet at the dealer or fleets normal hourly rate. Handling charges should not exceed 30% of the dealer's net cost of parts.

Removed Material Disposition

To obtain reimbursement for cost of parts, labor, handling, and expenses associated with installing the service kits, the dealers should follow existing procedures for standard warranty. TRW requires the dealers or fleets to destroy the replaced parts by grinding the stem threads to the point where the ball-socket assembly can no longer be used. The removed tie-rod ends should then be scrapped. The dealer or fleet should complete the instructions included with the service kit and then file a warranty claim. TRW will accept warranty claims directly from the vehicle manufacturers.

Claims for Credit

Warranty claims for installing the service kits associated with this notice should contain the following information:

- Reference to NHTSA Campaign ID Number 00E-047 or vehicle manufacture campaign number.
- 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.
- Repairing facility name, address, and telephone number.
- Total labor hours required performing the work, not to exceed 1.1 hours.
- Repair facilities hourly labor rate.

Note: Failure to provide complete information may delay processing of the warranty claim.

Mr. Michael Barrett
Mr. Tom Bowman
August 30, 2000
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Questions and Request for Literature

TRW has prepared two service bulletins to assist dealers and fleets with replacing suspect TRW 20-EDL ball-socket assemblies. Service manual number LNK-112 is for tie rod end replacement. Service Bulletin number LNK-114 is for replacing service sockets. Any questions or requests for TRW service bulletins should be directed to:

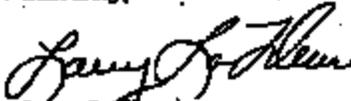
Mike Davis
TRW Commercial Steering Systems
P.O. Box 60
Lafayette, IN 47902
765.429.1715

TRW will have a toll free telephone number available after September 8, 2000 to assist dealers and fleets with questions regarding this field action. The number will be 866.280.3287.

Please call me if you would like to discuss any provisions of this letter.

We regret any inconvenience that this situation may cause. TRW wants to assure ArvinMeritor, Inc. that TRW is concerned for customer safety and your continued satisfaction with our products.

Sincerely,



Larry Laffeur
Director Operations

Attachment: List of Part Numbers

AFFECTED SHIPMENT HISTORY - NEWARK FACILITY
 JULY thru NOVEMBER - 1999

Ship No	Ship Date	By/Bank	CUST CODE	Customs	Invoice No	Invoice No
NKDOWN	FG841CAX855	16-Jul-99	1/1	E4011A	E-ONE 20190	448852 A2 3102L4380
KA89053785	FG841LX8	08-Sep-99	1/1	E4011A	E-ONE 20594	448851 A2 3102L4380
KA89057112	FG841LX5	22-Sep-99	1/1	E4011A	E-ONE 20150	448851 A2 3102L4380



TRW Automotive
Steering & Suspension Systems

Service Bulletin #LNK-112

EDL Socket Replacement (Tie Rods)

Released September, 2000

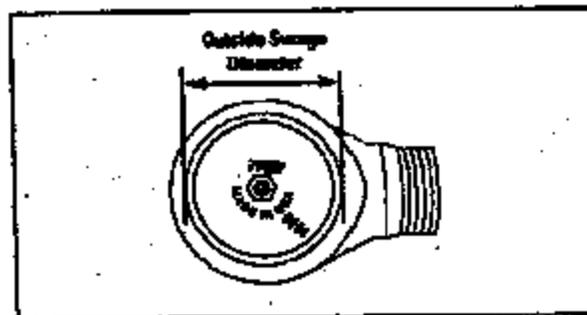
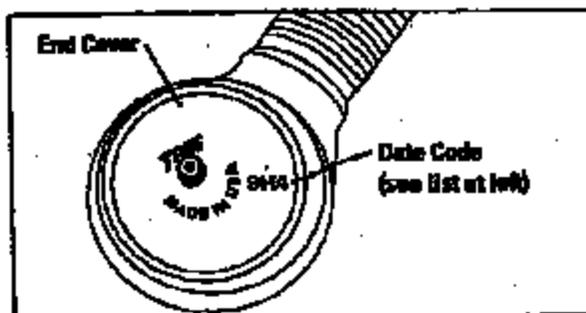
This TRW Commercial Steering Systems service bulletin has been written to help you repair commercial vehicles more efficiently. This bulletin should not replace your instincts; you should use them together. These materials are intended for use by properly trained, professional mechanics. NOT "Do-it-yourselfers". You should not try to diagnose or repair steering problems unless you have been trained, and have the right equipment, tools and know-how to perform this work correctly and safely.

IF _____ The chassis number of the truck is on the list identified by the OE manufacturer. Any chassis number not on the list is not part of the campaign.

AND _____ The date code on either socket end is any of the following: 9G1, 9G2, 9G3, 9G4, 9H1, 9H2, 9H3, 9H4, 9H5, 9J1, 9J2, 9J3 OR 9J4. If the date code begins with any number other than "9", it is not part of the campaign. If the letter is "A-F" or "K-M", it is not part of the campaign.

AND _____ The sockets are "20 size" sockets. To identify the size: Measure the outside swage diameter. A 20 size socket will measure approx. 1 7/8". Any socket measuring 2 1/8" is a "24 size" socket, and is not part of the campaign.

THEN _____ Both socket ends need to be replaced using this kit.



NOTE: Only 20 size sockets are subject to this campaign. Make sure you are servicing the correct size socket.

NOTE: Any socket with "DL" stamped into the end cover is a different design, and IS NOT part of this campaign.

Please continue to page 2 if ALL of the above conditions are met.

NOTE: Any socket with "DL" stamped into the end cover is a different design, and IS NOT part of this campaign.

Remove the Tie Rod Assembly

▲ WARNING To prevent serious eye injury, always wear safe eye protection when you perform vehicle maintenance or service.

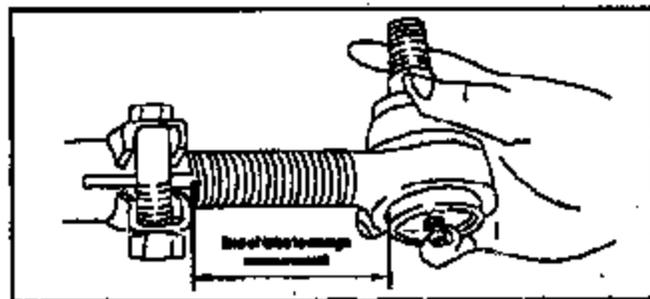
1. Remove the cotter pins and the nuts on both sides of the axle that fasten each tie rod end to the tie rod arms.
2. Disconnect the cross tube assembly from the tie rod arms using a ball joint separator (pickle fork).

▲ WARNING Do not heat the arms to remove the tie rod assembly. Doing so will soften and damage the parts.

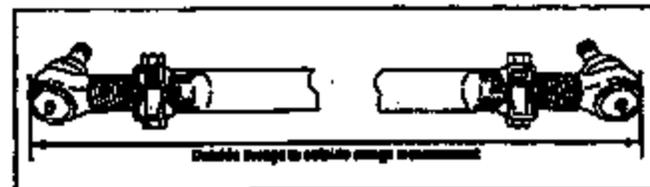
▲ WARNING Always support the tie rod assembly so that it does not fall and become damaged or cause personal injury when separated from the steering knuckles.

Remove and Replace the Tie Rod Ends

1. Note the position of the bolt and nut in the clamp, and the position of the clamp relative to the ground.
2. On one end, measure from the end of the tube to the nearest outside swage diameter as shown below. Record the measurement.



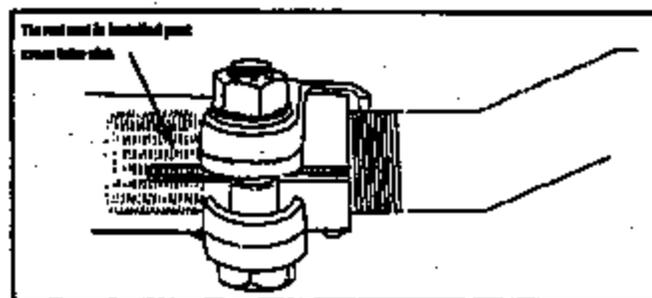
3. Measure the length of the tie rod from the outside of the swage diameter on one socket end to the outside of the swage diameter on the other socket end, as shown below. Record the measurement.



4. Loosen the clamp bolts on the cross tube.

▲ WARNING If the clamp is tack-welded, do not remove the tack weld. If the tack weld is removed, clamping force will not be enough to keep the socket threads stationary. Loss of steering control will result. If welds are broken, the cross tube must be replaced.

5. Remove one threaded tie rod end from the cross tube.
6. Install the new socket end. Thread the new socket end into the tube until the measurement from the end of the tube to the nearest outside swage diameter is the same as you measured in step 2.
7. Repeat steps 5 & 6 for the other socket end.
8. Make sure both ends are threaded into the tube deeper than the cross tube slot as shown below.



9. Measure the length of the tie rod again, and make sure it is the same as you measured in step 3. Sight down the tie rod and make sure socket ends are aligned.
10. If the clamp is not tack-welded, seat the tabs on the clamps against the end of the cross tube. Position the bolts as noted earlier. Tighten the clamps and torque to manufacturer's specifications.

Install the Tie Rod Assembly onto the Axle

1. Clean and dry the tie rod end taper and the tie rod arm taper hole. Connect the tie rod ends into the tie rod arms.
2. Install both tie rod end nuts to secure the tie rod end and cross tube assembly linkage to the tie rod arm. Torque the nuts to the vehicle manufacturer's specifications.
3. Install the cotter pins. If necessary, tighten the castle nut until the holes are aligned. Do not loosen the nut to install the cotter pin.
4. Sight down the tie rod again, to make sure the sockets are aligned with one another. Also make sure the clamps are positioned relative to the ground as earlier noted.

Check Vehicle Toe-In

1. Check the toe-in measurements. Adjust as appropriate according to the manufacturer's guidelines.

EMERGENCY ONE USER LIST

Shop Order	Customer	Address	City	St	Zip	Vmr#
20594	Pembroke Pines Fire Dept	9500 Pines Blvd, Bldg B	Pembroke	FL	33024	4EN3AAA88X1000594
20150	Shelton Fire Dept	122 West Franklin	Shelton	WA	99584	4EN3AAA85X1000150
20190	City of Brooklyn Fire Dept	7619 Memphis Ave	Brooklyn	OH	44144	4EN5AAA85X1000190

10/27/00