



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

MAR 11 2009

1200 New Jersey Avenue SE
Washington, DC 20590

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Tim LaFon
Manager – Regulatory Affairs
Mack Trucks, Inc.
7900 National Service Road
P.O. Box 26115
Greensboro, NC 27409

NVS-214gtb
PE09-010

Subject: Diminished Vehicle Braking Performance / Extended Stopping Distance in Mack Trucks, Inc. Model Year 2005-2009 CTP, CV, CNX, CXU, GU, LE, and MR Model Vehicles

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) opened a Preliminary Evaluation (PE09-010) on February 13, 2009 to investigate allegations that certain model year 2005 through 2009 Mack Trucks, Inc. vehicles have experienced diminished brake performance and/or extended stopping distance when braking.

ODI opened this Preliminary Evaluation (PE09-010) based on information developed though PE08-058 in which ODI made preliminary inquiries at Meritor WABCO Vehicle Control Systems and Haldex Manufacturing Company. Meritor WABCO Vehicle Control Systems was and is the distributor of certain brake system valves that allegedly had or could malfunction causing or contributing to diminished vehicle braking performance and Haldex Manufacturing Company manufactured the suspect valves.

As one element of PE08-058, ODI requested Mack Trucks to provide a list "... of complaints ... that may reasonably be construed to indicate diminished brake performance..." Note that this request was intentionally general in that it broadly specified the failure effect (i.e. "diminished brake performance") but was not limited to any particular air valve manufacturer, product line, model number, specific mode of product failure, or the like.

The purpose of PE09-010 is to narrow the immediate focus of this investigation to those vehicles for which the associated safety risk appears to be the most evident. Accordingly, ODI reviewed and edited the summary that Mack Trucks provided in response to ODI's inquiry under PE08-058 (summarized as Table 1 below and, in part, as Appendix A to this request) to focus on those complaints that specifically describe incidents (compared to the earlier broader search criteria of "may reasonable be construed") diminished braking performance and/or extended stopping distance while braking.



Table 1 – Summary of Mack Trucks Information Regarding “Diminished Brake Performance”
Based on PE08-058

Number of Reports summarized in PE08-058 that, per ODI request, Mack Trucks “reasonable construed” would exhibit Diminished Stopping Distance Performance	Total Qty of Reports Submitted	ODI Review: Number of Reports Specifically Stating or Strongly Inferring That Vehicle Stopping Performance had been Diminished
Field Reports	39	4
Warranty Claims	416	31
Customer Complaints	16	3
Total	471	38

Appendix A consists of the details associated with the “Warranty Claim” count category summarized in the shaded cell.

ODI has also noted that the issue of malfunctioning Meritor WABCVO / Haldex valves had been identified and apparently under ongoing investigation by Mack Trucks, Meritor WABCO, and Haldex since the Fall of 2007 or earlier. Although each of these companies have conducted internal research and investigation, ODI is concerned that it appears that, to date, none of these companies have implemented any significant initiatives (such as issuing a field advisory and/or conducting a field correction activity) aimed at correcting the issue in the field and/or mitigating the potential safety risk in the affected vehicles.

In order for my staff to further evaluate this issue, ODI is requesting that Mack Trucks, Inc. provide certain information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject Vehicles:** all 2005-2009 model year air braked vehicles manufactured by Mack Trucks, Inc.
- **Subject Component(s):** all air brake system valves identical or similar to those installed in the vehicles identified in Appendix A.
- **Alleged Defect:** any malfunction of the “subject components” that could cause or contribute to extended vehicle stopping distance when braking.
- **Mack Trucks, Inc.** (“Mack Trucks”): all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee to a consultant) by or under the control of Mack Trucks (including all business units and persons previously referred to), who are or, in or

after 2004 were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits;
 - d. Communication to, from, or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers; or
 - e. Management of any litigation involving Mack Trucks' products that relate to the alleged defect.
- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Mack Trucks, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by the manufacturer or not. If a document is not in the

English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms “claim,” “consumer complaint,” “dealer field report,” “field report,” “fire,” “fleet,” “good will,” “make,” “model,” “model year,” “notice,” “property damage,” “property damage claim,” “rollover,” “type,” “warranty,” “warranty adjustment,” and “warranty claim,” whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response.

After Mack Trucks’ response to each request, identify the source of the information and indicate the last date the information was gathered.

To the extent possible, provide the requested information in Microsoft Access 2003 or Excel 2003 electronic format.

1. For each of the 31 vehicles referenced in Appendix A, provide a table that identifies:
 - (a) The part number of the brake control valve(s) that are intended to activate the vehicle’s dynamic braking system that Mack Trucks’ investigation has determined contributed to the alleged loss of brake effectiveness / extended stopping distance;
 - (b) The name of Mack Trucks’ supplier(s) of those air valve(s) identified in (1)a above.
2. For each of the 31 vehicles referenced in Appendix A, describe the actions that Mack Trucks has taken to evaluate / validate / refute the complaint and/or investigate the functionality and condition of each of the vehicle brake systems and/or its “subject components.”
3. For each of the 31 vehicles referenced in Appendix A, provide Mack Trucks’ findings regarding the vehicle brake system and /or the “subject components” and in particular their role in the allegation that the vehicle braking performance had been compromised / stopping distance expended. State whether which of these findings is conclusive and which are tentative.
4. For each of the 31 vehicles referenced in Appendix A, describe the actions that Mack Trucks has taken to evaluate / validate / refute the complaint and/or investigate the

functionality and condition of each of the suspect vehicle brake systems and/or its "subject components" in similarly equipped vehicles used in similar operating conditions for similar period of time (i.e. equivalent exposure) such as, but not limited to, sister vehicles in fleet operations.

5. Provide a statement summarizing Mack Trucks' investigation findings to date.
6. Provide a summary of Mack Trucks' planned and/or proposed investigations, field informational initiatives, and/or field correction actions which Mack Trucks plan to implements within the next 120 days.
7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Mack Trucks has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Mack Trucks is planning to issue within the next 120 days.

This letter is being sent to Mack Trucks pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Mack Trucks' failure to respond promptly and fully to this letter could subject Mack Trucks to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$16,050,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 CFR 578.6 (as amended by 69 Fed. Reg. 57864 (Sep 28, 2004)). This includes failing to respond to ODI information requests.

If Mack Trucks cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Mack Trucks does not submit one or more requested documents or items of information in response to this information request, Mack Trucks must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Mack Trucks' response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office **April 29, 2009**.

Please refer to PE09-010 in Mack Trucks' response to this letter. If Mack Trucks finds that it is unable to provide all of the information requested within the time allotted, Mack Trucks must request an extension from me at (202) 366-4933 no later than five business days before the response due date. If Mack Trucks is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Mack Trucks then has available, even if an extension has been granted.

If Mack Trucks claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Mack Trucks must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, to the Office of Chief Counsel (NCC-110), National Highway Traffic Safety Administration, **Room W41-227, 1200 New Jersey Avenue SE, Washington, D.C. 20590.** Mack Trucks is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Mr. Tom Bowman of my staff at (202) 366-2583.

Sincerely,



Richard Boyd, Chief
Medium and Heavy Duty Vehicle Division
Office of Defects Investigation

Claim ID	Description	Mileage	Vehicle Make	Vehicle Model	Model Year
C1_C634_0500465 1	REPLACE BRAKE RELAY VALVE TO REAR BRAKES - OLD VALVE WOULD NOT LET AIR GO TO REAR BRAKES. CLEAN AND ROAD TEST. CLAIM DENIED ...REC MERITOR PART ...NO ATH OR CASE NUMBER FROM MERITOR BILL/TMAC/PULASKI	25000	MACK	CXN613	2005
C1_A349_0526261 1	CUSTOMER COMPLAINT OF POOR BRAKING PERFORMANCE.FOUND THAT SERVICE BRAKE RELAY VALVE HAD FAILED.ROAD TESTED TO CHECK. BROUGHT TRUCK INTO SHOP. CHECKED BRAKE ADJUSTMENT OK. INSTALLED A PRESSURE GAUGE IN-LINE TO REAR BRAKE CHAMBERS. FOUND THAT PRESSURE	45000	MACK	CXN613	2005
C1_A328_0518878 1	REAR BRAKES DON T WORK AT TIMES. FOUND REAR AXLE RELAY VALVE DEFECTIVE. ROAD TESTED TO DIAGNOSE PROBLEM. PERFORMED AIR TESTS WITH TEST GAUGES. DETERMINED REAR AXLE RELAY VALVE WAS NOT APPLYING AIR TO SERVICE BRAKES. REPLACED VALVE. ROAD TESTED- OK. *T	82000	MACK	CXN612	2005
C1_C663_0548489 2	FOUND BOTH REAR AXLES NOT WORKING AT ALL. PERFORMED AIR PRESSURE TEST AT FOOT VALVE AND R-12 RELAY VALVE. FOUND NO DELIVERY AIR PRESSURE NECESSARY TO REPLACE RELAY VALVE AND ROAD TEST IN ORDER TO CHECK BRAKE OPERATION. NOTE: THE FAILED PART NUMBER 20Q	46000	MACK	CXN613	2005
C1_A349_0526517 1	CUSTOMER COMPLAINT OF POOR BRAKING PERFORMANCE WITH SERVICE BRAKE.FOUND THAT SERVICE BRAKE RELAY VALVE HAD FAILED.ROAD TESTED CHASSIS TO VERIFY COMPLAINT. FOUND THAT BRAKES WERE POOR. BROUGHT TRUCK INTO SHOP. CHECKED BRAKE ADJUSTMENT OK. INSTALLED TE	32000	MACK	CXN613	2005
C1_N953_05Z1042 1	CHECK FOR POOR BRAKING. INSPECT UNIT AND FOUND BRAKE CONTROL VALVE DEFECTIVE- NEEDS REPLACING. RE RELAY VALVE. CHECK BRAKE OPERATION AND FOUND ALL BRAKES WORK. ARVIN MERITOR CASE#: AM328980.	27900	MACK	CXN613	2005
C1_D868_0508906 1	CHECK AND REMEDY BRAKES FOR NOT STOPPING. PERFORM TEST AT FOOT PEDAL AT BACK CHAMBERS AND SUPPLY AT RELAY OK.CHECK CONTROL PRESSURE AT RELAY OK.CHECK AIR PRESSURE AT CHAMBERS LOW AT APPLICATION. R R RELAY VALVE.ROAD TEST AND CHECK BRAKES OK.	14000	MACK	CV713	2005
C1_C611_0564949 3	AM342806.COMPLAINT OF TRUCK BRAKES WILL NOT STOP TRUCK.ROAD TESTED TO VERIFY.CHECKED AND FOUND RELAY VALVE NOT EQUALIZING PRESSURE TO BRAKES IN BACK.R R RELAY VALVE AND ROAD TESTED TO CHECK FOR PROPER OPERATION CHECKED OK. 533NH0025/ 1.2 PER MERITOR	26000	MACK	CV713	2005

C1_D824 _0613528 1	CUSTOMER COMPLAINED OF DRIVE BRAKES ON TRACTOR NOTWORKING PROPERLY. TOO K FOR SHORT ROAD TEST TO CHECK AND FOUND TO BE TRUE. TRACED DOWNAIR SUPP LY AND FOUND RELAY VALVE ON FRONT CROSSMEMBER TO BE BAD. REMOVED AND RE PLACED RELAY VALVE. TOOK FOR LONG	82000	MACK	CXN613	2005
C1_PPA4 _0673008 1	COMPLAINT: AIR LEAKS FROM A VALVE ON THE FIREWALL WHEN SERVICE BRAKES AR E APPLIED. TAKES A LOT MORE APPLICATION PRESSURE THAN NORMAL TO STOP TRU CK. CAUSE: DEFECTIVE TP-5 VALVE. APPLICATION AIR PRESSURE LEAKING OUT OF EXHAUST PORT. CORRECTION: REPLAC	93000	MACK	CXN613	2006
C1_D899 _0622900 1	REMEDY FOR DRIVER STATES TRUCK HARD TO STOP WHEN LOADED. MUST APPLY TOO MUCH BRAKE PEDAL. VIS TRUCK. FOUND RIGHT SIDE FRONT STEER AXLE FITTING L EAKING. FIX AND ROAD TEST. FEELS LIKE REAR RELAY VALVE NOT WORKING PROPE RLY. CHECK AND REPLACED AIR LINE F	139000	MACK	CXN613	2005
C1_06244 7451	[NO COMMENT THE CLAIM FAILED DOUBLE DIPPER TEST DURING: TAKE CHARGE OPERATION[SAME RO NUMBER PREVIOUS CLAIM WITH TAKE CHARGE OP NUMBER] [062447033]][TAKE IN. CHECK WHY THE VEHICLE OPERATOR HAD TO APPLY EXCESSIVE PRESSURE FOR THE BRAKE SYSTEM TO ENGAGE.	66345	MACK	CXN613	2006
C1_D874 _6032333 6	***5FE54487-0CEE-451C-B7C2-6406743AAE12 BRAKES DO NOT STOP VALVE WAS HANGING INSIDE REPLACED NA	1000	MACK	LE613	2006
C1_06265 5313	[NULL NOT A DD. NJD][NO COMMENT THE CLAIM FAILED DOUBLE DIPPER TEST DURING: SUB GROUP REVIEW[SAME VIN SAME SUB GROUP SAME DEALER] [062655325]][SERVICE BRAKES ON DRIVE AXLE DO NOT APPLY AT TIMESWHEN TREADLE VALVE IS ACTIVATED.FOUND THAT TREADLE VALVE HA	52000	MACK	CXN613	2006
C1_08427 1017	[8 - PARTS ADJUSTED NO COMMENT][CLAIM REIMBURSED PER LATE CLAIM SUBMISSION AUTHORIZATION NULL][TRACTOR HARD TO STOP BRAKE VALVE ROAD TESTED WITH LOAD TO CHECK BRAKES ONLY ABOUT 1/4 TO 1/2 INCH MOVEMENT IN BRAKE PEDAL COMPARED AGAINST LIKE UNIT PEDAL M	46300	MACK	CV713	2006
C1_07314 6459	[MERITOR CASE # AM455512. BRAKES NOT STOPPING WELL. CHECKED BRAKES AND FOUNDREAR BRAKES NOT WORKING. REMOVED AIR LINE TO BRAKE CHAMBERS TO SEE IF AIR WAS COMING OUT OF THE LINE - NO AIR WAS COMING OUT WHEN STEPPING ON THE BRAKES. REMOVED AIRLINE AT RELAY	98009	MACK	CXN613	2005

C1_07311 8550	AUTOPROCESS COMPLETED === APPLICABLE COVERAGES === GW-00087: COVERAGE AUTOPROCESS FLAG IS NO === AUTOPROCESS RESULT === DECISION: REVIEW REASON: COVERAGE NUMBER GW-00087: COVERAGE AUTOPROCESS FLAG IS NO CUSTOMER STATES THE BRAKES ARE NOT RESPONSIVE	89291	MACK	CXN613	2006
C1_07327 9703	NO COMMENT THE CLAIM FAILED DOUBLE DIPPER TEST DURING: MILEAGE ROLL-BACK REVIEW[SAME VIN MILEAGE ON CLAIM IS OUT OF SEQUENCE BASED ON RO OPEN DATE AND CLAIM HISTORY] [073275252] BRAKES NOT STOPPING PROPERLY. REALY VALVE FAILED. CHECK PRESSURE OUT OF F	8338	MACK	CXN613	2007
C1_08366 1028	AMENDMENT: MANUAL REVIEW REQUIRED AMENDMENT: MANUAL REVIEW REQUIRED TOW BILL ATTACHED UNIT TOWED IN FOR NO BRAKES PO#S01723.INSPECTED AND VERIFIED COMPLAINTSPENT ALOT OF TIME TRYING TO DIAG FOUND FOOT VALVE AT FAULT.REMOVEDAND REPLACEDBRAKES WORKING AS	29000	MACK	CTP713 B	2007
C1_07362 8672	AUTOPROCESS COMPLETED === APPLICABLE COVERAGES === GW-00045: COVERAGE AUTOPROCESS FLAG IS NO === AUTOPROCESS RESULT === DECISION: REVIEW REASON: COVERAGE NUMBER GW-00045: COVERAGE AUTOPROCESS FLAG IS NO INSPECT UNIT FOR NO BRAKES. FAILED BRAKE TREDAL	89400	MACK	CXN613	2006
C1_07362 9564	RETURN REQUEST TRIGGER BY RETURN CONTROL DEFINITION: NO COMMENT RETURN REQUEST TRIGGER BY RETURN CONTROL DEFINITION: CAUSAL PART VENDOR CODE023488 (48607) CUSTOMER STATES BRAKES ARE NOT WORKING INSPECTED BRAKE ADJUSTMENTSAND SHOES ALL OK.INSPECTED BRAKE	33000	MACK	CTP713 B	2007
C1_08402 3279	LABOR HIGH BY 1.0; FOUND DURING AN INTERNAL AUDIT NULL COMPLAINT SPRING BRAKES NOT SETTING PROPERLY.STEAMCLEANED CHECKED AIR CIRCUIT FOUND AIR RELAY VALVE NOT ALLOWING FULL AIR TO PASS THROUGH @ TIMES . NEC TO REPLACE RELAY VALVE. TEST TO CONFIRM REP	6398	MACK	CTP713	2007

C1_08406 9035	<p>AUTOPROCESS COMPLETED === APPLICABLE COVERAGES === SPART-00005: COVERAGE AUTOADJUST FLAG IS NO</p> <p>=== AUTOPROCESS RESULT === DECISION: REVIEW REASON: COVERAGE NUMBER SPART-00005: COVERAGE AUTOADJUST FLAG IS NO REPAIR FOR HARD TO STOPADJUST BRAKES ALL ARE</p>	130000	MACK	CXN612	2006
C1_08426 3768	<p>WHEN BRAKES ARE APPLIED THERE IS AN AIR LEAK AT SR-7 VALVE WHEN AIR LEAK UNIT WILL NOT STOP!! SEEBERRY FOR MORE DETAILS147958 SERVICE RELAY VALVE WAS LEAKING. REMOVED REPLACED SERVICE BRAKE RELAY. CHECKED LEAKS ROAD TESTED OK. NO COMMENT</p>	148000	MACK	CXN613	2006
C1_08431 5387	<p>AUTOPROCESS COMPLETED === APPLICABLE COVERAGES === MACK: 03 9 0153 08A: COVERAGE AUTOPROCESS FLAG IS NO</p> <p>=== AUTOPROCESS RESULT === DECISION: REVIEW REASON: COVERAGE NUMBER MACK: 03 9 0153 08A: COVERAGE AUTOPROCESS FLAG IS NO CHECK TRUCK FOR NOT STOPPI</p>	38558	MACK	LE613	2006
C1_08436 6607	<p>AUTOPROCESS COMPLETED === APPLICABLE COVERAGES === MACK: 05 0 0153 03C: COVERAGE AUTOADJUST FLAG IS NO</p> <p>=== AUTOPROCESS RESULT === DECISION: REVIEW REASON: COVERAGE NUMBER MACK: 05 0 0153 03C: COVERAGE AUTOADJUST FLAG IS NO CUST STATES HARD BRAKE PEDAL</p>	140000	MACK	CXN612	2005
C1_08435 0411	<p>RELAY VALVE LEAKINGRELAY VALVE 25CZ120 COMPLAINT: PARKING BRAKE APPLIES ON ROA DINTERMITTENTLY COMPRESSOR REPLACED. CAUSE: DE FECTIVE RELAY VALVE CORR: REPLACE RELAY VALVE. AS PER FSM COMMENTS 892M NO COMMENT</p>	24000	MACK	LE613	2007
C1_08434 8626	<p>REPAIR FOR COMPLAINT OF TRUCK NOT STOPPING (CUSTOMER SAYS THAT WHEN IN MUD BRAKES APPLIED STEER AXLECAN HOLD TRUCK AND REAR WHEELS CONTINUE TO SPIN REARS SLOW TO APPLYON TRAC CASE AM542540. COMPLAINT OF SLOW RESPON SETIME FROM PRESSING FOOT VALVE TO ACT</p>	39000	MACK	MR688S	2007

C1_08441 0471	CUSTOMER REPORTS HARD TIME STOPPING. CUSTOMER REPORTS THAT HE HAD TO STEP ON THE BRAKE PEDAL 2 TO 3 TIMES BEFORE THE TRUCKSTOPS. REMOVED CAT WALK TO CHECK ON VALVE IN TRIGGER LINE. UNPLUGGED ELECTRICAL FOR ATC. CHECKED VALVES. REMOVE AND REPLACE FAULTY B	39024	MACK	CXU613	2008
C1_08443 2233	NO COMMENT RETURN REQUEST TRIGGER BY RETURN CONTROL DEFINITION: CAUSAL PART VENDOR CODE TRIGGER VALUE:023488 (PRIMARY RETURN CONTROL:48607) CHECK OUT BRAKES AND ACVISE (NOT HOLDING) 34 9/24/8 REMOVED AND INSTALLED NEW VALVE. HAD AN AIR LEAK REPAIRED LE	282692	MACK	CXN613	2007
C1_08454 7699	AUTOPROCESS COMPLETED === APPLICABLE COVERAGES === STD-00021: COVERAGE AUTOADJUST FLAG IS NO === AUTOPROCESS RESULT === DECISION: REVIEW REASON: COVERAGE NUMBER STD-00021: COVERAGE AUTOADJUST FLAG IS NO CUSTOMER HAD BRAKES NOT STOPPING PROPERLY ANDFOU	15000	MACK	GU813	2009