

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

Hi [REDACTED]

Thank you very much for your efforts getting the answers to our questions and clarifying key points during our meeting Thursday.

Regarding PE20-005:

- 1.) If the mDrive clutch does not disengage would this increase the stopping distance and create a safety risk? It was stated in the I-Shift recall 13V-268: "The risk to motor vehicle safety is that the stopping distance may increase if the clutch does not disengage when applying the brake pedal, which may result in a vehicle crash."
- 2.) Is there a safety defect that causes the mDrive clutch not to disengage?

If I-shift recall 13V-268 resolved the safety defect which caused I-Shift "clutch does not disengage", and mDrive adopted I-Shift solution, then there should be no "clutch does not disengage" safety concerns, or issue on both I-Shift, and mDrive. Unless there were aging issue with wearing parts contributing to the issue. Otherwise, there may be other unknown reasons causing the "clutch to not disengage" appearing on mDrive, and also on later I-Shift.

As we discussed during the meeting, here are action items for next steps:

1. It has been identified in field reports that Volvo/Mack tech support have interchanged CBR's for diagnostic procedure whether addressing I-Shift or mDRIVE concerns.
2. A. Provide Volvo/Mack history that supports/lead to the issuing of related CBRs: K63231010, K03435224, K14409753, K15088804, K02230352, K18890195, K60546981
3. Through this interchangeable CBR's for diagnostics of both transmissions, ODI has found additional reports on Volvo I-Shift complaints "Keywords as provided in IR letters". Several tech support staff have indicated this is caused by brake switches and in some cases, have requested switches to be replace even though they had been replaced previously. Please Provide
4. A. all tech logs pertaining to brake switch issues for both transmissions
5. B. brake switch part numbers used by Volvo and Mack trucks
6. C. whether brake switches are interchangeable with truck applications
7. D. Total brake switch/micro switch part sales – Warranty, Goodwill, Policy, Over-the-counter
8. E. Does Volvo/Mack request VIN during Over-the-Counter sales to determine which switch applies and if so, there should be records of which VIN's have received switches
9. F. All claims related to brake switch failures leading to inactive brake lights, cruise control will not deactivate, and keywords for pulling through as provided in IR's
10. Go through all claims with ODI to identify any trend that can show normal parts wearing due to truck aging, truck applications differences.
11. Correlate test drive in Hagerstown, MD on normal truck and truck with alleged defect. If it is possible, have a pressure gauge connected in-line on the truck with alleged defect so we can actually see the pressures and whether the disengagement is within the 2-6psi specification.
12. Mack to provide Servicing Dealer records for FR vehicles.
13. Mack to provide a contact list (phone and email) of at least 10 fleets know to have experienced the alleged defect.

Please let me know if you have any questions.

Best regards,

