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OFFICE OF
DEFECTS INVESTIGATION

MACK TRUCKS, INC.
2100 MACK BOULEVARD
P.O. BOX M
ALLENTOWN, PA 18105-5000

March 4, 2004

04V-118 ① or ②

Mr. George Person, Chief, Recall Management Division
Safety Assurance NSA-11
National Highway Traffic Safety Administration
400 Seventh Street, S.W., Room 5319
Washington, DC 20580

SUBJECT: Vehicle Recall Campaign - SC0286
Brake Chambers

Dear Mr. Person:

Mack Trucks, Inc., acting under applicable provisions of the National Traffic and Motor Vehicle Safety Act of 1966 and 49 CFR Part 573.5, will voluntarily recall certain of its "CV and DM" model vehicles. This report is presented to comply with sub-paragraphs of Section 573.6(c).

1. Truck Manufacturer Corporate Name:

Mack Trucks, Inc.
2100 Mack Boulevard
Allentown, PA 18105-5000

2. Identification of Involved Vehicles:

Certain CV and DM chassis identified as having been built with arrangement 84QDA71P22 between May 27, 2003 and February 4, 2004. Chassis built after February 4, 2004 will be correct as built.

3. Total Number of Vehicles Potentially Involved:

36 chassis have been identified.

4. Percentage of Vehicles Estimated to be Affected:

A total of 23 of the 35 chassis are in the process of being correct by Mack Trucks, Inc. prior to delivery. The remaining 12 have been shipped (transferred) to selling dealers between 5/28/03 and 1/15/04.

5. Description of Defect

Mack Trucks, Inc. has identified a specification defect on some 18,000 lb and 20,000 lb front axle assemblies. This specification (or arrangement) defect resulted in a front brake chamber too small to meet stopping distance requirements of FMVSS-121. This incorrect arrangement was used on 57 chassis.

6. Chronology of Principal Events:

January 27, 2004

Received notification from Engineering that there was a discrepancy found in arrangement 84QDA71P22 requiring type-20 brake chambers when type-24 should have been used.

January 28, 2004

Customer Satisfaction issued a "stop shipment" of all chassis so no further trucks would be shipped.

January 29, 2004

Investigation began as to the total number of chassis involved.

February 20, 2004

Mack's Product Regulation Compliance Committee approved this campaign.

7. Not Applicable

8. Remedy Program:

All known owners of the subject vehicles will be notified by first class mail of Mack's program involving suspect vehicles and the correction process to be taken, if necessary. All Mack Authorized Service Centers will be sent a service bulletin detailing the program we have undertaken.

The arrangement released a type-20 brake chamber instead of the required type-24 chamber. To correct this issue, the front brake chambers need to be changed to a type-24 chamber. Mack has corrected arrangement 84QDA71P22 on 2/6/04.

This recall is tentatively scheduled to commence within 21 days from the date of this notification.

9. Notices, Bulletins and Communications:

A draft of the owner notification is attached. The dealer notification letter and dealer repair instructions will be forwarded when available.

If the owner has already experienced the problem described above and has paid to have it corrected, a receipt for the pre-notification remedy, which may be an original or copy, itemizing the repairs, along with proof of payment (such as cancelled check, copy of money order, etc.), may be sent to the following address for reimbursement: Mack Trucks, Inc. PO Box 1791, Allentown, PA 18105-1791, Attention: Campaign Administration.

Sincerely yours,

MACK TRUCKS, INC.

A handwritten signature in black ink that reads "D.L. Lamarche". The signature is written in a cursive style with a large, stylized initial "D".

D.L. Lamarche
Campaign Administration

DEAR MACK TRUCK OWNER:

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

Mack Trucks, Inc. has decided that certain CV and DM model chassis fail to comply with the requirements of Federal Motor Vehicle Safety Standard No. 121, "Air Brake Systems."

NONCOMPLIANCE: There is a specification defect on some 18,000 lb. and 20,000 lb. front axle assemblies. The specification defect resulted in a front brake chamber too small to meet stopping distance requirements of FMVSS-121.

POTENTIAL RISK: Since the stopping distance is increased, there is a potential for a collision. You need to allow for additional time to slow down. It is important to make an immediate appointment.

TIME REQUIRED FOR THE REPAIR: Time to replace the brake chambers should not exceed ____ hours.

WHAT YOU SHOULD DO: We urge you to call the nearest Mack Parts and Service Center and make an appointment. New brake chambers will be installed at a Mack Parts and Service Center at no charge to you. All Mack Parts and Service Centers have been sent a bulletin covering all the details required to perform the campaign.

NOTICE REGARDING LEASED VEHICLES: If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 days of your receipt of this Notice. Further, you must maintain a record which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter, and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that lessee. For purposes of this Notice, the term Lessor means: a person or entity that is the owner, as reflected on the vehicle's title, of any five or more leased vehicles (as defined in CFR Section 577.4), as of the date of notification by the manufacturer of the existence of a safety-related defect or non-compliance with a Federal Motor Vehicle Safety Standard in one or more of the leased motor vehicles.

OWNER RECALL RESPONSE CARD: The enclosed "Notice of Vehicle Recall" identifies your vehicle. If you no longer own the truck, please help us update our records. Complete the "Vehicle Disposition Record" portion of the enclosed postage-free Notice of Mandatory Safety Campaign card and mail it to us.

ASSISTANCE:

If you have already experienced the problem described above and have paid to have it corrected, you may send your original invoice or repair order itemizing the repairs, along with proof of payment (such as cancelled check, copy of money order, etc.) to the following address for reimbursement: Mack Trucks, Inc. PO Box 1791, Allentown, PA 18105-1791, Attention: Campaign Administration.

If you experience any difficulty in obtaining the corrective service, you should contact the Mack Regional Service Office in your area (listed under "Regional Offices" in the Mack Sales, Parts & Service Center Directory) for assistance. The Regional Office will take the necessary action to ensure prompt correction of your vehicle.

If Mack Trucks, Inc. has not fixed your truck free within a reasonable time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at (888) 327-4236.

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Mack's commitment to provide our customers with the best possible product.

**MACK TRUCKS, INC.
WARRANTY DEPARTMENT**