



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

April 5, 2004

04V-159 ① of ①

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 20590

SUBJECT: Vehicle Recall Campaign - SC0287
NexGen Fueling

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 573.6, will voluntarily recall certain of its "CH, LE and MR" model vehicles built with LNG engines. 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 CH, LE, and MR chassis identified as having been built with LNG engines between April 26, 1995 and February 9, 2004.

3. Total Number of Vehicles Potentially Involved:

317 chassis have been identified.

4. Percentage of Vehicles Estimated to be Affected:

100%

5. Description of Defect:

According to NexGen Fueling, they have received reports of shrouded, truck-style LNG vehicle tanks operating above recommended pressures in service. Investigation of these incidents has identified the cause to be the failure of both primary and secondary relief valves to open and

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INVESTIGATION

relieve tank pressure under certain conditions. Specifically, the introduction of water into the discharge side of both of these valves simultaneously and subsequent freezing in service can render the valves temporarily inoperative. To date, no NexGen LNG vehicle tank has ruptured as a result of this phenomenon. However, this condition creates the risk of tank over-pressurization and a catastrophic tank rupture, potentially resulting in serious injury or death."

6. Chronology of Principal Events:

March 11, 2004

Received notification from NEXGEN Fueling at Chart Industries notified Mack Trucks that a defect exists on 317 Mack LNG vehicles.

NEXGEN Fueling
 (Division of Chart Industries)
 1300 Airport Road
 Ball Ground, GA 30107
 Contact Person: Mr. Bruce Keneagy, Field Service Manager
 Phone: (770) 720-6780
 Email: bruce.keneagy@chart_ind.com

March 12, 2004

Investigation began as to the total number of chassis involved.

March 31, 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 solution is to retrofit the LNG tanks on the vehicles with a new primary relief valve pipe away tube and a new ventilated shroud. These changes will keep the discharge side of the primary and secondary relief valves clean from debris and dry. The ventilated shroud also helps prevent freezing of condensation during pressure relief.

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 cursive script that reads "D.L. Lamarche".

D.L. Lamarche
Campaign Administration



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

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 a defect, which relates to motor vehicle safety, exists in certain Mack Class 8 CH, LE and MR model vehicles with LNG engines.

SAFETY DEFECT: The defect is the inability for the LNG tanks primary and secondary relief valves to properly relieve tank pressure. This design defect results in ice buildup on the discharge side of the primary and secondary pressure relief system. This can allow the relief system to freeze and become blocked.

SAFETY RISK: This blocked condition will result in over pressurization of the vehicles LNG tanks. This blockage of the relief system creates the risk of catastrophic tank rupture, potentially resulting in serious injury or death.

PRECAUTIONS YOU CAN TAKE: There are no precautions you can take other than having your vehicle inspected **IMMEDIATELY** and repaired if necessary.

TIME REQUIRED FOR THE REPAIR: Inspection of the tank and correction, if necessary, should take approximately 0.5 hour.

WHAT YOU SHOULD DO: To prevent an in-service failure, we urge you to immediately call the nearest Mack Parts and Service Center and make an appointment. The inspection, and correction, if necessary, will be performed at a Mack parts and Service Center at no charge (free) 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.