



MACK TRUCKS, INC.
2100 MACK BOULEVARD
P.O. BOX M
ALLENTOWN, PA 18106-5000

June 25, 2004

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CRASH INVESTIGATIONS
SECTION

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

04V-309
(4 pages)

SUBJECT: Vehicle Recall Campaign - SC0288
Steering Gear Mounting Bolt Torque

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 and CX" model vehicles built between May 20, 2004 and May 28, 2004. 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 18106-5000

2. Identification of Involved Vehicles:

All CH and CX chassis identified as having been built between May 20, 2004 and May 28, 2004.

3. Total Number of Vehicles Potentially Involved:

219 chassis have been identified.

4. Percentage of Vehicles Estimated to be Affected:

100%

5. Description of Defect:

An over-torque condition exists on the steering gear mounting bolts used in the CH and CX models. The over-torque condition could result in failure of a steering gear mounting bolt(s). The steering gear is mounted to the vehicle's frame rail with 3 bolts. Failure of two of the three bolts could result in the loss of steering, which could result in loss of vehicle control.

6. Chronology of Principal Events:

May 24, 2004

During the installation process at the assembly location, a steering gear mounting bolt broke.

May 24-28, 2004

Investigation began as to why this bolt broke. It was determined that the torque value had been increased on May 20, 2004. The torque equipment had been inadvertently set to a higher specification than required.

June 1, 2004

Torque value was lowered to within spec on the torque equipment.

June 24, 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.

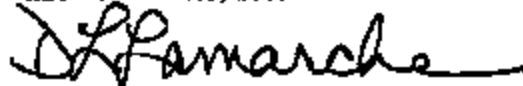
This recall is tentatively scheduled to commence within 21 days from the date of this notification.

9. Notices, Bulletins and Communications:

A draft of the owner notification letter 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.



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 and CX model vehicles.

SAFETY DEFECT: The steering gear mounting bolts were over-torqued at installation.

SAFETY RISK: This over-torque condition could result in failure of a steering gear mounting bolt(s). The steering gear is mounted to the vehicle's frame with 3 bolts. Failure of 2 of the 3 bolts could result in the loss of steering, which could result in loss of vehicle control.

PRECAUTIONS YOU CAN TAKE: Inspect your vehicle for any broken steering gear mounting bolts. If any are noticed, **IMMEDIATELY** take the truck out of service and contact your local Mack dealer.

TIME REQUIRED FOR THE REPAIR: Replacement of the bolts should not exceed 2.0 hours

WHAT YOU SHOULD DO: We urge you to call the nearest Mack Parts and Service Center and make an appointment. New steering gear mounting bolts 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 1781, Allentown, PA 18105-1781, Attention: Campaign Administration.

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.

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