

05V-178



Mack Trucks, Inc.

Service ALERT

Date: 06 May 2005 (Supercedes SA-411-001 dated April 28, 2005) **Number: SA-411-001**
To: All U.S. & Canadian Distributors
Attention: Service Manager, Warranty Manager, Parts Manager, Dealer Principal
From: Regulatory Compliance Department
Subject: Safety Recall, SC0298, Sheppard M100 Steering Gear on CXN Model.

This alert supercedes SA-411-001 dated April 28, 2005. The alert was revised to remove reference to CT Model.

Safety Recall Summary:

On CXN model vehicles manufactured with the Sheppard Model M100 Steering Gear from May 26, 2004, through April 6, 2005, there exists the potential that the steering gear mounting pads, which attach the steering gear to the frame rail, may fail prematurely (cracks). If this occurs, the result could be a sudden loss of steering.

Dealer's Responsibility:

The National Traffic and Motor Vehicle Safety Act and Canadian Motor Vehicle Safety Act requires dealers to insure that all new and used vehicles are free of safety defects and comply with all relevant safety standards at the time of delivery to the consumer. All Safety Recalls, which affect new or used inventory, must be performed before the vehicle is sold or leased.

Additionally, Dealers should make their personnel aware of the safety recall so that customer vehicles in the shop for repair can be inspected. In the event that a dealer finds a steering gear with cracks in the housing in the suspect areas (see next page), the vehicle must be addressed before returning the vehicle to the customer. Please contact the Regulatory Compliance Department for further instructions if you find a suspect steering gear.

Release Schedule:

- Service Bulletins are planned for release on May 9.
- Parts will be available at the PDC the week of May 9.
- Owner notices will be mailed on May 13.

Questions:

Contact the Regulatory Compliance Department at (336) 393-2233 if you have questions.

Illustration showing suspect area where cracks may develop.

