



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

**SAFETY RECALL SC0300
AUGUST 2005**

DEAR MACK TRUCK OWNER:

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

Holland has determined that certain AD Series suspensions produced in 2004 have transverse beams (T-Beams) manufactured with end castings that do not conform to Holland's material specifications.

SAFETY DEFECT: These non-conforming end castings may fracture and fail under normal loads.

SAFETY RISK: If a casting breaks when the vehicle is traveling on a roadway, there is the potential for pieces of the casting to become projectiles and the suspension's transverse beam may drop down low enough to contact the road surface causing sparks that could potentially ignite a fire.

PRECAUTIONS YOU CAN TAKE: There are no precautions you can take other than having your vehicle repaired by a Mack Parts and Service Center.

TIME REQUIRED FOR THE REPAIR: The labor time required to repair your vehicle is approximately two to six hours depending on the type of suspension on your vehicle.

WHAT YOU SHOULD DO: You should contact the nearest Mack Parts and Service Center and make an appointment. The transverse beams will be replaced at **no charge** to you. All Mack Parts and Service Centers have been sent a bulletin covering all the details required to perform the safety recall.

You can locate the closest Mack Parts and Service Center by going on line to <http://www.macktrucks.com/> and selecting "Dealer & Service Locations" or by calling our toll-free number: (800) 866-1177.

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 vehicle, please help us update our records by completing the "Vehicle Disposition Record" portion of the enclosed postage-free Notice of Mandatory Safety Campaign card and mailing it back to us.

**ASSISTANCE/
COMPLAINTS:**

If your vehicle has not been repaired within a reasonable time after delivering it to a Mack Parts and Service Center, please contact:

Mack Trucks Inc.
Regulatory Compliance Department,
P.O. Box 26115
Greensboro, NC 27402-6115
Phone: (336) 393-2233

You may also submit complaints to the Administrator of the National Highway Safety Administration (400 Seventh Street, S.W., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov> if you believe that Mack Trucks Inc. has failed to remedy the defect without charge, or has failed to remedy the vehicle within 60 days of the owners first tender to obtain repair following the earliest time that parts are available.

**PRE NOTIFICATION
REMEDIES:**

If you have previously paid for repairs to install new transverse beams as a result of this issue, you may be entitled to recovery of those expenses.

Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this mailing.

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.

General Plan for Reimbursement of Pre-Notification Remedies

Mack Trucks Inc. will administer this plan through its Corporate Regulatory Compliance Department.

The provisions of this plan set forth the procedures to be followed for reimbursing owners (claimants) for the costs associated with repairs performed prior to notification of a recall, to remedy safety defects and non-compliances.

Required Information:

If the claimant's Mack vehicle is affected by a recall campaign and the claimant had the problem corrected at their own expense prior to receiving notification of the recall, Mack Trucks will reimburse the claimant by check for the reasonable amount paid for the appropriate pre-remedy repairs (i.e. the cost of parts, labor, taxes and disposal fees) in accordance with the provisions set forth in this document. In order to process each claim, the claimant **MUST** submit the following documentation to support the request to the Regulatory Compliance Department as specified in the section titled "*Contact Information*":

- Claimant's name, mailing address, and telephone number; and,
- The recall number, title, and description; and,
- The complete 17 digit Vehicle Identification Number (V.I.N.); and,
- A notarized statement by the claimant that the pre-notification repair addressed the defect specified in the owner notification letter; and,
- A copy of the repair invoice or receipt for the repairs.
 - The invoice / receipt must provide the VIN, total amount paid (i.e. total amount of reimbursement requested by the claimant), and include a breakdown of the parts, labor, and other costs.

Limitation of Claims

Mack Trucks will consider all claims, but may deny all or part of the claim for any of the following reasons:

- The vehicle was not part of the recall;
- The repairs were performed more than one (1) year prior to the date that Mack Trucks notified the National Highway Traffic Safety Administration or Transport Canada, that a safety related defect or non-compliance exists;
- The repairs were performed more than 10 calendar days after the last mailing of the initial customer notification letter, pertaining to the recall;
- The vehicle was still covered by warranty or extended warranty on the date of repair which would have provided a free repair;
- If the receipt / invoice is not itemized by parts & labor;
- If the repair did not address the safety defect or non-compliance that led to the recall;
- If the repair was not reasonably necessary to correct the safety defect or non-compliance that led to the recall;
- If the claim is fraudulent;
- If the repair was not of the same type (repair, replacement, and refund) as the recall remedy;
- If adequate documentation as described above is not submitted to the appropriate address specified in this plan in the section titled "*Contact Information*".

Contact Information

Submit copies of all documentation supporting your claim to:

Mack Trucks Inc.
Regulatory Compliance Department
Attn: Regulatory Compliance Administrator
P.O. Box 26115
Greensboro, NC 27402-6115

Claims will be processed within 60 days of receipt



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PRECAUTIONS YOU CAN TAKE: There are no precautions you can take other than having your vehicle repaired by a Mack Parts and Service Center.

TIME REQUIRED FOR THE REPAIR: The labor time required to repair your vehicle is approximately two to six hours depending on the type of suspension on your vehicle.

WHAT YOU SHOULD DO: You should contact the nearest Mack Parts and Service Center and make an appointment. The transverse beams will be replaced at **no charge** to you. All Mack Parts and Service Centers have been sent a bulletin covering all the details required to perform the safety recall.

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