



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

RECEIVED
VS-215

2005 JUN 22 A 11: 28

OFFICE OF
DEFECTS INVESTIGATION

June 3, 2005

TO: DISTRIBUTOR PRINCIPALS
SERVICE MANAGERS

SUBJECT: Vehicle Safety Recall - SC0299
Sheppard M100 Steering Gear- CT Model Vehicles

On CT Model Vehicles manufactured on July 23, 2004 through May 13, 2005 with the Sheppard M100 steering gear, the possibility exists that the steering gear mounting pads, which attach the steering gear to the frame rail, may fail prematurely. If this occurs, the result could be a sudden loss of steering.

Additionally, on vehicles equipped with the M90 Slave gear, the slave gear will also need to be replaced as part of this recall.

Approximately 142 vehicles are involved in this safety recall.

A copy of the service bulletin covering the repair instructions and procedures is enclosed.

It is important that preparation be made immediately to assure prompt inspection and/or correction of all vehicles involved. 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. Please refer to Service Operations Service Letter #SL-004-001 dated 11/19/92 regarding the aforementioned amendment.

Please note that Dealers are responsible for performing the recall on all vehicles subject to the recall at no charge to the owner regardless of mileage, age of vehicle, or ownership from this time forward. Additionally, the National Traffic and Motor Vehicle Safety Act requires that the owner's vehicle(s) be corrected within a reasonable time after parts are available to the Dealer. The law states that failure to repair a vehicle within (60) days after tender for repair shall be a prima facie evidence of unreasonable time. However, circumstances of a particular situation may reduce the sixty (60) day period. If the vehicle is not repaired within a reasonable time, the vehicle owner may be entitled, without charge, to a reasonable equivalent vehicle or refund of the purchase price, less reasonable allowances for depreciation.



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

Please use the enclosed Notice of Mandatory Safety Campaign card(s) to report sold or transferred trucks. Make sure these cards are returned to us and not directly to the customer or to another dealer. A notice of the recall will be mailed to all identified registrants of affected vehicles. To avoid warranty denial of your claim for reimbursement of expenses connected with this recall, first, make sure the truck presented for the recall work is on your list. If not, check for the recall authorization on the MACKnet chassis inquiry. Also, check that another Mack dealer has not previously completed the recall.

Mack Trucks, Inc., recommends a follow-up by telephone or a personal visit, of all owners of vehicles subject to the recall who fail to bring the vehicle(s) in for repair. Your District Service Manager will be contacting you to assure that this recall attains the visibility we feel is necessary to ensure 100% completion. Please be prepared to review your progress and/or any problems associated with the recall.

If you have any questions about this recall, which may not have been covered in this letter or enclosures, please contact the Regulatory Compliance Administrator by calling (336) 393-2233.

Very truly yours,

MACK TRUCKS, INC.

Enclosures: Customer Notice
Service Bulletin
Notification Cards



VEHICLE RECALL

SC299

(Not applicable to Mack Trucks Australia)

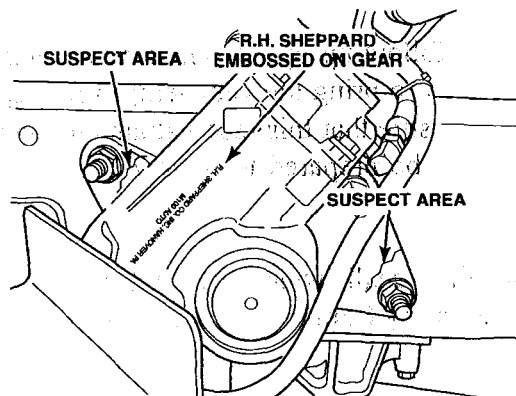
Date: 06/02/05

To: All MACK Dealers

Subject: Steering Gear Replacement — CT Models Equipped with Sheppard Steering Gears

Information:

On certain CT model chassis equipped with Sheppard steering gears (single or dual systems), the potential exists for the front and rear steering gear mounting bosses to crack, resulting in a possible failure of the housing. Should this occur, a sudden loss of steering could result.



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Figure 1 — Areas of Steering Gear Mounting Bosses Where Cracks May Occur

Approximately 123 CT model chassis manufactured between July 23, 2004 and May 13, 2005 are involved in this campaign. A list of affected chassis has been sent to all applicable dealers.

NOTE

On chassis where both mounting bosses on the steering gear(s) have broken, damage to the frame rail in the area of the center mounting hole may have occurred. In these cases, frame web flatness must be inspected by a qualified frame repair shop and repaired as required. Failure to repair a damaged frame will result in damage to the replacement gear. Contact Mack Trucks, Inc. Reliability Engineering at 610-709-2653 for additional information.

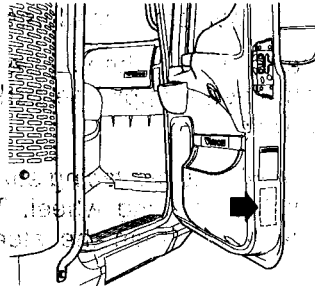
Procedures:

DO NOT INSPECT THE STEERING GEAR FOR CRACKS. DEFECTIVE STEERING GEARS (AS IDENTIFIED BY THE PART NUMBER STAMPED ON THE GEAR AND DEFINED BY THE CHART ON PAGE 3) ON ALL AFFECTED CHASSIS MUST BE REPLACED.

NOTE

Before proceeding:

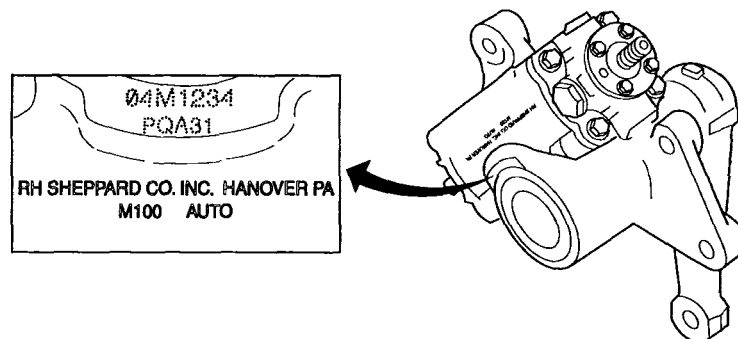
1. Check campaign status in the MACKnet system.
2. Check the door campaign label to see if the campaign has been completed (SC299 and the completion dated will be written on the label).
3. Check the Sheppard part number stamped on the steering gear and compare with the part numbers listed in the cross-reference chart.



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Figure 2 — Campaign Label Location

Before replacing the steering gear(s), check the part number which is pin-stamped on the machined surface of the housing, at the sector shaft bore (opposite the pitman arm mounting side) as shown in the following illustration, and then refer to the part number cross-reference chart given on the following page. Replace only those steering gears having part numbers listed under the "Defective Steering Gear Part No." heading of the table.



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Figure 3 — Steering Gear Identification (M100 [Master] Gear Shown, M90 [Slave] Gear the Same)

To determine the correct replacement steering gear part numbers, refer to the MACKnet Parts System (or the chassis build records) to obtain the original equipment steering gear part numbers for the chassis being serviced. Find the correct replacement part numbers from the following cross-reference chart (or cross-reference the Sheppard part number to the correct MACK replacement part number). **On chassis with dual gears, it will be necessary to replace both gears.**

Defective Steering Gear Part No.		Description	Replacement Steering Gear Part No.	
Sheppard Part No.	MACK Part No.		Sheppard Part No.	MACK Part No.
PQA31	20QC387P2	M100 master gear, 20K front axle	PQV31	20QC388P2
SAR11	20QC387P3	M90 slave gear, 20K front axle	SAS11	20QC388P3
PPZ31	20QC387P4	M100 steering gear, single gear system, 12K and 14.6K front axles	PQU31	20QC388P4
PQA32	20QC387P5	M100 master gear, 23K front axle	PQV32	20QC388P5
SAR32	20QC387P6	M90 slave gear, 23K front axle	SAS12	20QC388P6

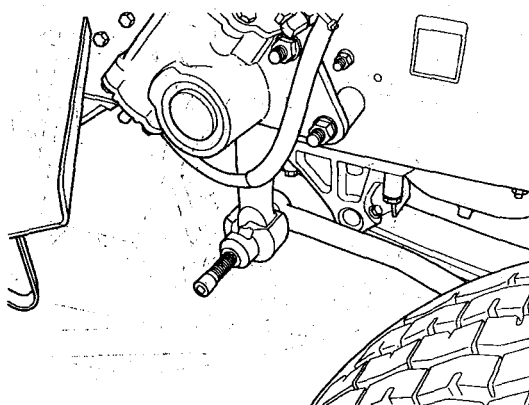
Steering gear (master and slave) replacement procedures are as follows:

1. Secure the vehicle for service, and drive the vehicle straight into the service bay with the front wheels facing straight ahead. Apply the parking brakes and block the wheels to prevent the vehicle from moving.
2. After making sure that the front wheels are facing straight ahead, place a piece of tape at the 12 o'clock position on the steering wheel. This will aid in making sure the steering wheel is properly centered when the steering shaft is reinstalled on the steering gear.
3. Place a suitable drain pan under the master steering gear to catch any oil that will drain from the gear and hoses.
4. Disconnect the high pressure and return hoses from the steering gear.
5. Remove the four (two if single gear system) 90-degree elbow fittings from the gear and save for reuse.
6. Remove the cotter pin from the drag link stud at the pitman arm, and then remove the castle nut.

7. Using a suitable ball socket removal tool, disconnect the drag link from the pitman arm.

NOTE

Do not remove the pitman arm from the steering gear. The replacement gear is supplied with a pitman arm.



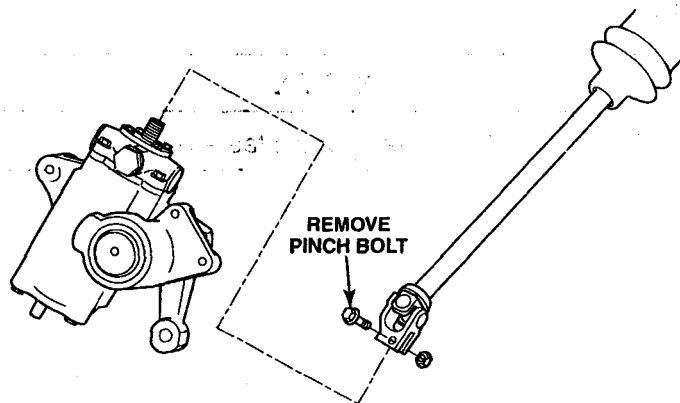
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Figure 4 — Disconnecting Drag Link from Pitman Arm

NOTE

With the steering gear mounted on the frame rail, the drag link stud will not completely clear the pitman arm. Use the ball socket removal tool to loosen the drag link. The drag link will clear the pitman arm when the steering gear mounting bolts are loosened.

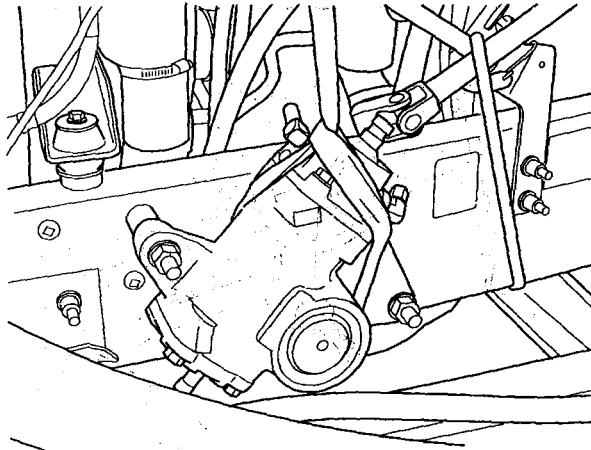
8. Remove the pinch bolt from the steering shaft lower U-joint, and then remove the shaft from the steering gear input shaft.



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Figure 5 — Disconnect Steering Shaft from Steering Gear

9. Using a nylon strap wrapped around the gear between the pitman arm and housing, use a hoist or other suitable lifting device to support the steering gear, and then remove the three mounting bolts that secure the gear to the frame rail.



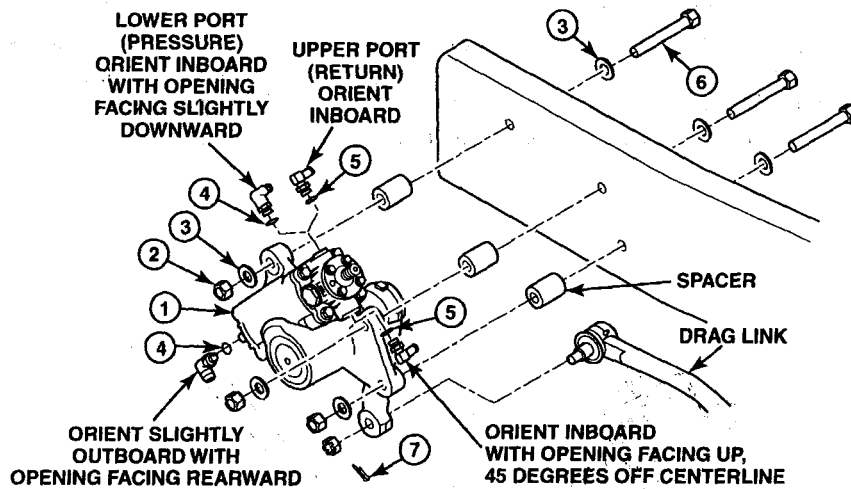
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Figure 6 — Removing Steering Gear

10. Replace the O-rings on the four 90-degree elbow fittings (two fittings on single gear system). Use O-ring part No. 56AX379 for the two larger fittings (return line and pressure line from the steering pump) and part No. 56AX381 for the two smaller fittings (pressure lines to the slave gear). Install the fittings in the ports on the new steering gear (refer to chart below for part numbers), and orient the fittings as shown in figure 7. Lock in place with the jam nuts.
11. Wrap a nylon strap around the replacement gear (between the pitman arm and housing), and then use a hoist or similar suitable lifting device to position the steering gear on the frame rail. Loosely install the three bolts (part No. 2AM83), six washers (part No. 271AM18) and three nuts (part No. 157AM13). Install the bolts from the inside of the frame, and place a flat washer under each bolt head and under each nut. Do not tighten the bolts at this time, as the steering gear must be loose so that the drag link can be installed.

NOTE

DO NOT lubricate the threads of the fasteners.
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Figure 7 — Steering Gear Installation

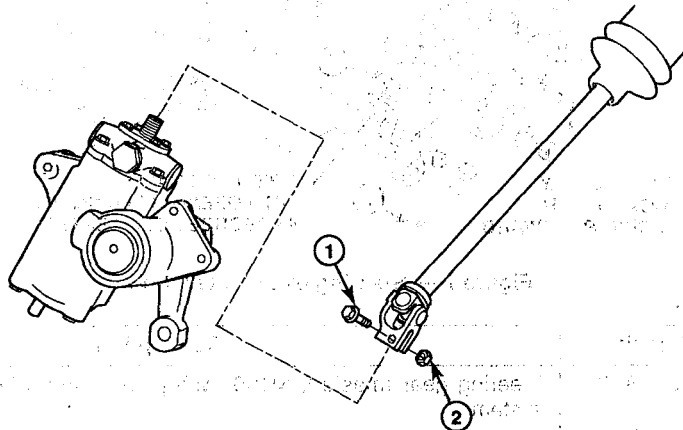
Key	Qty.	Part No.	Description
1	1	20QC388P2	Steering gear (master), M100, with pitman arm, 20K front axle, dual gear system
	1	20QC388P5	Steering gear (master), M100, with pitman arm, 23K front axle, dual gear system
	1	20QC388P4	Steering gear, M100, with pitman arm, 12K and 14.6k front axle, single gear system
2	3	157AM13	Nuts, steering gear mounting
3	6	271AM18	Washers, steering gear mounting
4	2	56AX381	O-rings, pressure line (to/from slave gear) fittings
5	2	56AX379	O-rings, return line fitting and pressure line (from steering pump) fitting
6	3	2AM83	Bolts, steering gear mounting
7	1	29AX5	Cotter pin, 1/8" x 1-1/2"

CAUTION

The steering gear mounting fasteners are one-time use only. DO NOT reuse the existing mounting hardware.

12. Connect the drag link to the pitman arm, and then loosely install the castle nut.
13. Tighten the steering gear mounting bolts to 400 lb-ft (542 N•m).
14. Tighten the drag link castle nut to 150 lb-ft (203 N•m). Install a new cotter pin (part No. 29AX5). If the hole in the stud does not align with the slots in the castle nut, tighten the nut further until alignment is attained. Do not loosen the castle nut in order to align the slots with the hole.

15. Connect the low and high pressure power steering hoses to the fittings on the steering gear. Tighten the hose clamp on the return line to 25–30 lb-in (2.8–3.4 N•m).
16. After making sure that the piece of tape installed on the steering wheel is at the 12 o'clock position and the front wheels are facing straight ahead, install the steering shaft to the input shaft of the steering gear. Use a new pinch bolt (part No. 3AX1876) and nut (part No. 21AX789). Tighten the pinch bolt to 70 lb-ft (95 N•m).



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Figure 8 — Installing Steering Shaft Pinch Bolt

Key	Qty.	Part No.	Description
1	1	3AX1876	Bolt, 7/16-20 UNF x 2" long, SAE grade 8
2	1	21AX789	Lock nut, 7/16-20 UNF

NOTE

If single gear system, proceed to step 18.

17. Replace the slave gear as follows:
 - a. Place a suitable drain pan under the slave gear to catch any oil that will drain from the gear and hoses.
 - b. Remove the cotter pin from the drag link stud at the pitman arm, and then remove the castle nut.
 - c. Using a suitable ball socket removal tool, disconnect the drag link from the pitman arm.

NOTE

Do not remove the pitman arm from the slave gear. The replacement slave gear is supplied with a pitman arm.

NOTE

With the steering gear mounted on the frame rail, the drag link stud will not completely clear the pitman arm. Use the ball socket removal tool to loosen the drag link. The drag link will clear the pitman arm when the steering gear mounting bolts are loosened.

- d. With a nylon strap wrapped around the gear between the pitman arm and housing, use a hoist or other suitable lifting device to support the slave gear, and then remove the three mounting bolts that secure the gear to the frame rail.
- e. Replace the O-rings on the two fittings with new O-rings (part No. 56AX381). Install the 45-degree elbow fitting into the port on the top of the replacement gear, and the 90-degree elbow fitting into the port on the bottom of the gear (refer to chart following chart for steering gear part number). Orient the fittings as shown in figure 9, and then lock in place with the jam nuts.
- f. Wrap a nylon strap around the replacement gear (between the pitman arm and housing), and then use a hoist or similar lifting device to position the gear on the frame rail. Loosely install the three bolts (part No. 2AM83), six flat washers (part No. 271AM18) and three nuts (part No. 157AM13). Install the bolts from the inside of the frame, and place a flat washer under each bolt head and under each nut. Do not tighten the bolts at this time, as the steering gear must be loose so that the drag link can be installed.

NOTE

DO NOT lubricate the threads of the mounting bolts.

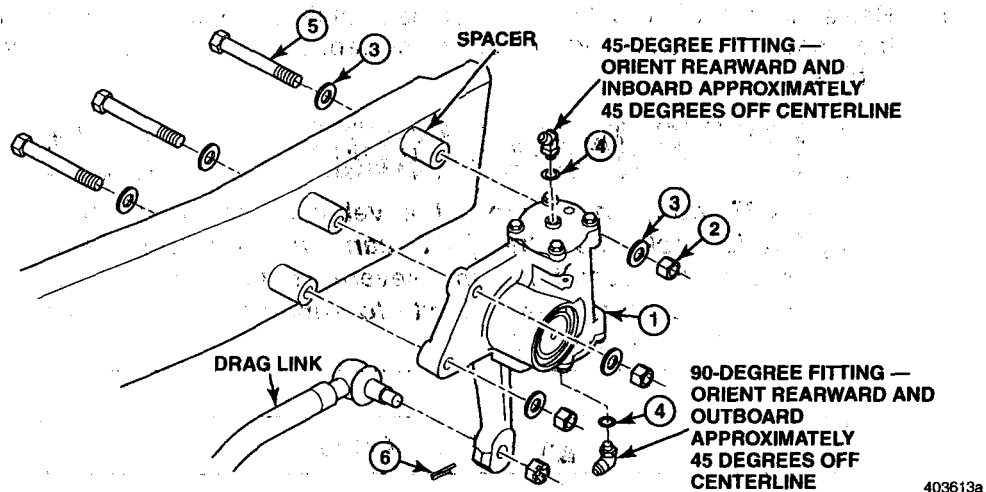


Figure 9 — Slave Gear Installation

Key	Qty.	Part No.	Description
1	1	20QC388P3	Steering gear (slave), M90, with pitman arm, 20K front axle, dual gear system
	1	20QC388P6	Steering gear (slave), M90, with pitman arm, 23K front axle, dual gear system
2	3	157AM13	Nuts, steering gear mounting
3	6	271AM18	Washers, steering gear mounting
4	2	56AX381	O-rings
5	3	2AM83	Bolts, steering gear mounting
6	3	29AX5	Cotter pin, 1/8" x 1-1/2"

CAUTION

The steering gear mounting fasteners are one-time use only. DO NOT reuse the existing mounting hardware.

- g. Connect the drag link to the pitman arm, and then loosely install the castle nut.
 - h. Tighten the steering gear mounting bolts to 400 lb-ft (542 N•m).
 - i. Tighten the drag link castle nut to 150 lb-ft (203 N•m). Install a new cotter pin (part No. 29AX5). If the hole in the stud does not align with the slots in the castle nut, tighten the nut further until alignment is attained. Do not loosen the castle nut in order to align the slots with the hole.
 - j. Reconnect the power steering hoses to the fittings on the steering gear.
18. Replenish the power steering reservoir with Bulldog® EO-N Premium Plus engine oil, the same viscosity as used in the engine.
19. Adjust the auto poppet valve as follows:
- a. Raise the front of the vehicle so that the front tires are off the ground and support the chassis on jackstands of sufficient capacity to support the weight of the vehicle.

DANGER

DO NOT work on or around a vehicle supported on a hydraulic jack, as the jack can fail suddenly and unexpectedly, resulting in severe injury or death. Jackstands of adequate capacity to support the weight of the vehicle must be used.

CAUTION

DO NOT attempt to adjust the automatic poppet valves with a screwdriver.

- b. Start the engine and allow it to run at an idle.

- c. Turn the steering wheel to a full left-hand turn until the axle stop bolt contacts the axle.
- d. Turn the steering wheel to a full right-hand turn until the axle stop bolt contacts the axle.

NOTE

Do not turn the steering wheel past the point of initial contact of the axle stop bolt to the axle, or the poppets will be improperly set.

- e. The poppet valves are now properly set and no further adjustments are required.
20. Bleed the steering gear as follows:

NOTE

DO NOT allow the reservoir to run dry during the bleeding procedure. Should the reservoir run dry, more air will be drawn into the system.

- a. Check the fluid level in the power steering reservoir and replenish with the proper engine oil as required.
- b. With the engine running at an idle, turn the steering wheel from a full left-hand turn to a full right-hand turn.

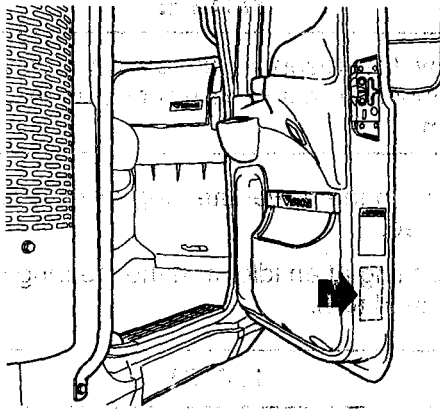
NOTE

Do not force the steering wheel when turning the wheel to a full turn.

- c. Repeat turning the steering wheel from a full left- to a full right-hand turn three to four times. The steering gear auto bleed feature will remove any residual air from the steering system as the steering wheel is turned.
21. After bleeding the steering system, shut the engine off and lower the vehicle to the ground. Check the fluid level in the power steering reservoir and replenish as necessary. Check the steering system for oil leaks.
22. Perform a short road test.

NOTE

To signify that the campaign has been completed, use a permanent-type marker (such as a Sharpie®) to write the campaign number (SC299) and completion date in the spaces provided on the Campaign Completion label located on the lower edge (below the door latch) of the passenger-side door. If a label is not already affixed to the door, apply a label (part No. TS897) and supply the information as required. Campaign Completion labels are available in packs of 50 and can be ordered by faxing a completed BR313 to Pacesetters Business Services at 610-264-9465.



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Figure 10 — Campaign Label Location

Parts Required:

Order vehicle recall parts on a separate stock order and process through the parts distribution center normally serving your area. Do not include parts on this requisition that are not required for this recall campaign.

International orders are to be prefixed — V.O.R.

Dual Gear System

Qty.	Part No.	Description
1 ea.	20QC388P2 (M100) 20QC388P3 (M90)	Steering gears (master and slave), with pitman arm, 20K front axle, dual gear system
	20QC388P5 (M100) 20QC388P6 (M90)	Steering gears (master and slave), with pitman arm, 23K front axle, dual gear system
2	56AX379	O-rings, large 90-degree elbow fittings
4	56AX381	O-rings, small 90-degree elbow fittings
6	2AM83	Bolts, steering gear mounting
6	157AM13	Nuts, steering gear mounting
12	271AM18	Flat washers, steering gear mounting
2	29AX5	Cotter pin, drag link
1	3AX1876	Bolt, steering shaft U-joint
1	21AX789	Nut, steering shaft U-joint

Single Gear System

Qty.	Part No.	Description
1 ea.	20QC388P4 (M100)	Steering gear, with pitman arm, 12K and 14.6K front axle, single gear system
2	56AX379	O-rings, large 90-degree elbow fittings
3	2AM83	Bolts, steering gear mounting
3	157AM13	Nuts, steering gear mounting
6	271AM18	Flat washers, steering gear mounting
1	29AX5	Cotter pin, drag link
1	3AX1876	Bolt, steering shaft U-joint
1	21AX789	Nut, steering shaft U-joint

Removed Parts:

In the U.S., steering gears must be returned to R.H. Sheppard at the following address:

R.H. Sheppard Company
Attn: Warranty Department
447 East Middle Street
Hanover, PA 17331

In Canada, steering gears must be returned to:

Technical Material Analysis Center via Morrice Transportation
3049 Devon Drive
Windsor, Ontario
N8X 4L3

NOTE

When preparing the steering gear for shipment, purge as much oil as possible from the gear by rotating the input shaft the number of turns it takes for the gear to move through a complete range of travel. Be sure to install the plastic plugs taken from the oil ports of the replacement gear into the ports of the removed gear.

Mark a large "X" on the steering gear housing with red paint.

The steering gear **MUST** be returned with the pitman arm included. **DO NOT** remove the pitman arm from the steering gear.

A copy of the MACK warranty claim must be returned along with the steering gear(s).

Reimbursement:

Campaign expenses are to be recovered through normal warranty claim procedures. Enter the following information on the warranty claim:

UNDER**ENTER**

Failed Part No.....	SC0299	
Labor Code/Allowance	411 2E TK 95 — 0.2 hr.	Time allowed to take charge of vehicle and determine campaign status by checking the MACKnet system and the campaign completion label.
	411 2F TK 95 — 1.8 hr.	Time allowed to remove/replace Sheppard M100 steering gear on CT model with single gear system, adjust auto poppets, bleed system and perform short road test. Does not include "take-charge" time.
	411 2G TK 95 — 3.1 hrs.	Time allowed to remove/replace Sheppard M100 and M90 steering gears on CT model with dual gear system, adjust auto poppets, bleed system and perform short road test. Does not include "take-charge" time.

NOTE

As required by Federal Motor Vehicle Safety Standards 49 CFR 573.11, no vehicle subject to an open safety campaign shall be delivered to the customer until such time as the defect or noncompliance is remedied.



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

SAFETY RECALL SC0299
JUNE 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.

Mack Trucks, Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain Mack CT model vehicles manufactured with Sheppard M100 Steering Gears and M90 Slave Gears from July 23, 2004 through May 13, 2005.

SAFETY DEFECT: There exists the potential that the mounting pads, which attach the steering gear and slave gear to the frame rail, may fail prematurely.

SAFETY RISK: The steering gear could possibly come loose which could lead to a sudden loss of steering. This may result in a vehicle crash.

PRECAUTIONS YOU CAN TAKE: You can inspect the steering and slave gears for cracks (see inspection instructions) until you have your truck repaired. The inspection should be done on a daily basis as part of your pre-trip inspection. The inspection procedure is only to be used on a temporary basis until your vehicle is repaired.

Mack trucks strongly urges you to have your vehicle repaired as soon as possible at a local Mack Parts and Service Center.

TIME REQUIRED FOR THE REPAIR: The labor time required to repair your vehicle is approximately three hours.

WHAT YOU SHOULD DO: Parts are currently available. You should inspect your steering gear and slave gear daily as part of your pre-trip inspection until your vehicle is repaired.

You should contact the nearest Mack Parts and Service Center as soon as possible to make an appointment. The steering gear and slave gear 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) 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 replace your steering or slave gear 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.

Inspection Instructions:

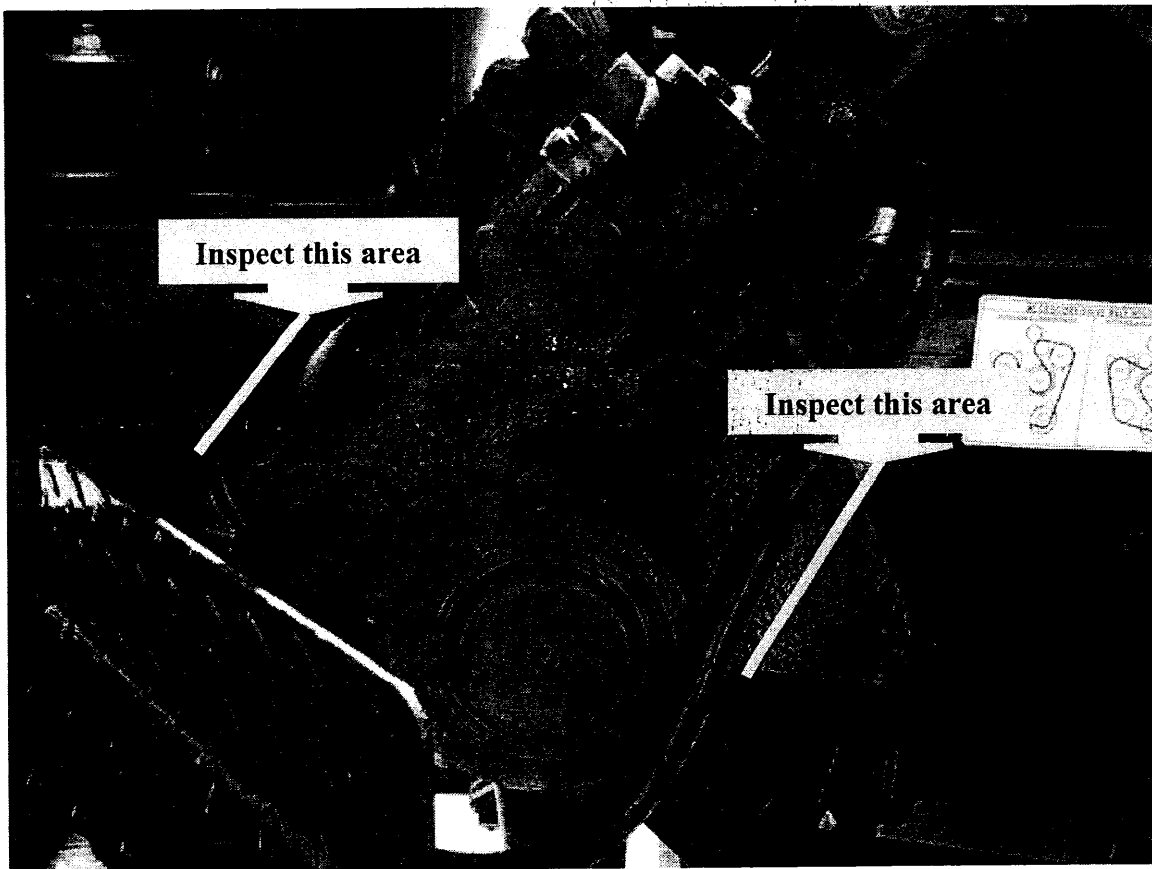
During your daily pre-trip inspection of the chassis, special attention should be directed to the steering and slave gear mounting pads.

To inspect the steering gear mounting pads, open the hood. The steering gear is located on the left side of the chassis, inboard of the front tire. The slave steering gear is located on the right side of the chassis, inboard of the front tire.

If you see a crack in either of the areas as shown in the pictures below, **DO NOT OPERATE THE VEHICLE!!**

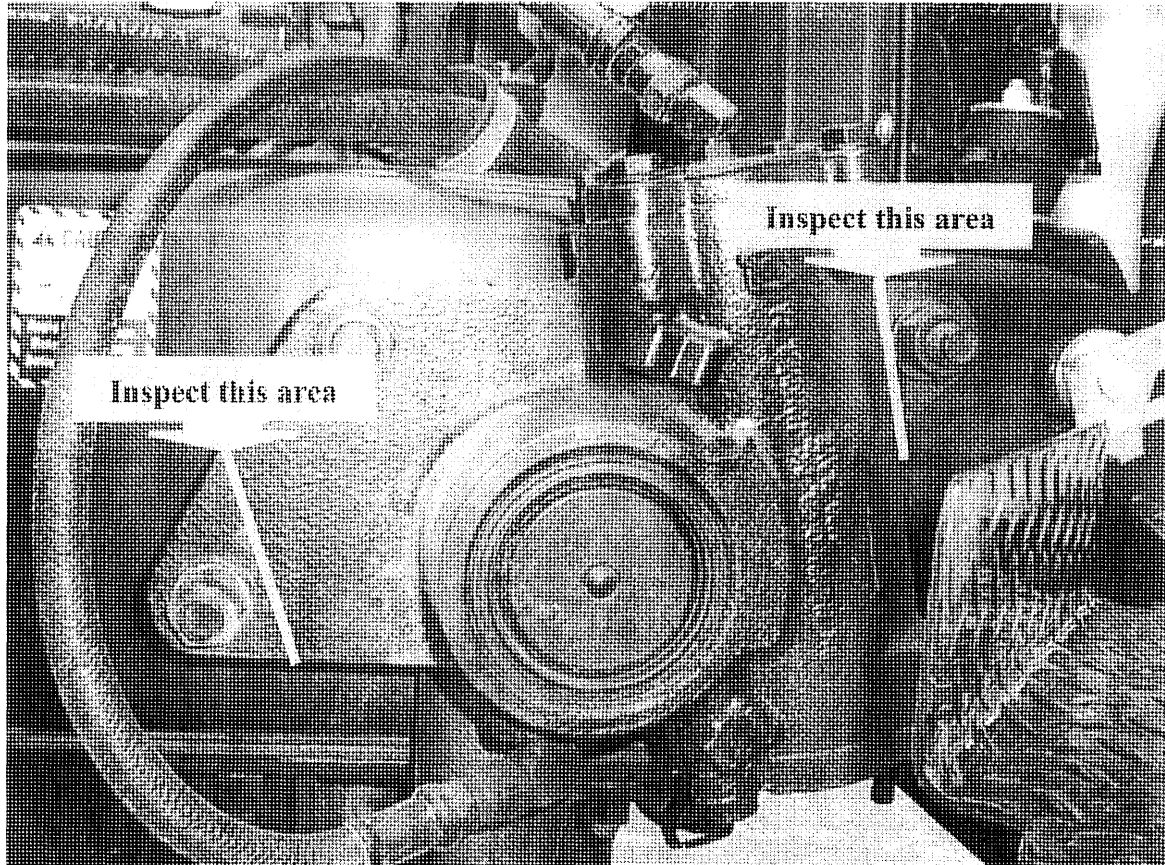
Additionally, if during driving you feel a noticeable increase in steering effort, you should pull over as soon as possible in a location that is safe and inspect the steering and slave gear mounting pads for cracks. If you see a crack in either of the areas as shown in the pictures below, **DO NOT OPERATE THE VEHICLE!!**

Contact Mack One Call at 1-800-866-1177. Arrangements will be made to have the chassis towed to the nearest Mack Dealer for Repairs.



Please inspect the steering gear **daily** by examining the areas on the steering gear specified in the above picture for visible cracks.

For vehicles equipped with a M90 Sheppard Slave Gear.



For those vehicles equipped with a slave gear, please inspect the slave gear daily by examining the areas on the slave gear specified in the above picture for visible cracks.

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