



RECEIVED  
NYS-215

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

2005 OCT 25 P 1

DEFECTS INVESTIGATION  
October 17, 2005

**TO: DISTRIBUTOR PRINCIPALS  
SERVICE MANAGERS**

**SUBJECT: Vehicle Safety Recall - SC0307  
Brake Cam Lube - Steer and Drive Axle, Grease Only**

On CHN and CXN Model Vehicles manufactured from June 2005 through August 2005, there exists the potential that the brake cam tubes on the steer and drive axle may not have been greased. As a result of this, the brake cam journal may corrode which may lead to the brakes dragging.

Approximately 1,408 vehicles (1,137 US, 220 Canada and 51 Export) 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.

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 Affairs group by email at [vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com)

Very truly yours,

MACK TRUCKS, INC.

Enclosures: Customer Notice  
Service Bulletin  
Notification Cards



# VEHICLE RECALL

**SC307**

(Not applicable to Mack Trucks Australia)

**Date:** 10/13/05

**To:** All MACK Dealers

**Subject:** Brake Cam Lubrication — CXN and CHN Model Chassis

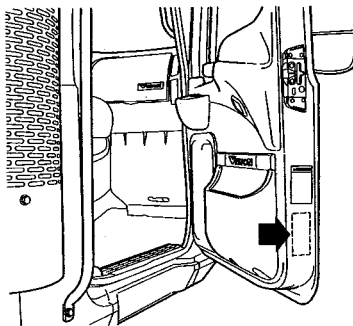
**Information:**

It has been determined that the brake cams may not have been lubricated at assembly on certain CXN and CHN model chassis manufactured between June 15, 2005 and September 1, 2005. Failure to lubricate the brake cams can result in dragging brakes due to the brake cam journals corroding and not allowing the brakes to fully release. Approximately 1,408 CXN and CHN model chassis are involved in this campaign. A list of affected chassis has been sent to all applicable dealers.

**Procedures:**

**NOTE**

Before proceeding, check the campaign status in the MACKnet system to see if the campaign has already been completed. Campaign status can also be checked by looking at the Campaign Completion Label located on the lower edge of the passenger-side door. If the campaign has been completed, the campaign number (SC307) and the completion date should be written on the label.



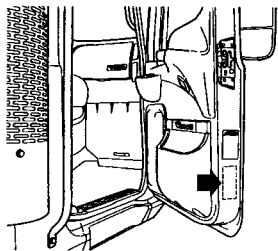
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**Figure 1 — Campaign Label Location**

The brake cam tubes at both the front axle and rear axle(s) on all affected chassis must be lubricated with MG-C grease. As the cam tubes may be completely empty, a significant amount of grease may be required to properly lubricate the cam bushings. Clean the grease fitting with a suitable non-flammable solvent and wipe dry with a clean rag before applying grease. Apply grease until it purges from between the slack adjuster and the cam tube. Be sure to lubricate each cam tube at each wheel end.

**NOTE**

To signify that the campaign has been completed, use a permanent-type marker (such as a Sharpie®) to write the campaign number (SC307) 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 2 — Campaign Label Location**

**Reimbursement:**

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

<u>UNDER</u>	<u>ENTER</u>	
Failed Part (Causal Part) .....	SC0307	
eWarranty Authorization No. ....	SC0307	
Labor Code/Allowance .....	500 BT 01 95 — 0.2 hr.	Time allowed to take charge of vehicle and determine campaign status by checking MACKnet system and campaign completion label.
	500 BW 01 95 — 0.3 hr.	Time allowed to lubricate brake cam tubes on front and rear axle (single rear axle chassis). Does not include "take-charge" time.
	500 BX 01 95 — 0.4 hr.	Time allowed to lubricate brake cam tubes on front and rear axles (tandem rear axle chassis.) 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.