



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

January 27, 2006

TO: DISTRIBUTOR PRINCIPALS
SERVICE MANAGERS

SUBJECT: Vehicle Safety Recall - SC0309
Fuel Tank Mounting Hardware — LE and MR Model Chassis

On LE and MR Model Vehicles manufactured from September 2003 through September 2005 there exists the potential that the bolts attaching the fuel tank mounting brackets to the frame may have insufficient torque and therefore may result in premature failure of the fuel tank mounting.

Approximately 3,661 vehicles (3,598 US, 44 Canada and 19 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

Very truly yours,

MACK TRUCKS, INC.

Enclosures: Customer Notice
Service Bulletin
Notification Cards

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



05V-524

VEHICLE RECALL

SC309

(Not applicable to Mack Trucks Australia)

Date: 01/20/06

To: All MACK Dealers

Subject: Fuel Tank Mounting Hardware — LE and MR Model Chassis

Information:

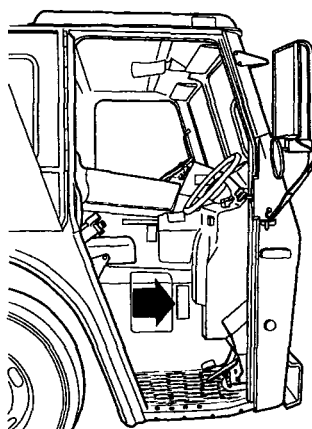
It has been determined that the bolts which secure the fuel tank mounting brackets to the frame rails on certain MR and LE model chassis may not have been tightened to proper torque specifications at assembly. As a result, these bolts may fail in service. Approximately 3,661 MR and LE models manufactured September 2003 through September 2005 are involved in this campaign. A list of affected chassis has been sent to all applicable dealers.

Procedures:

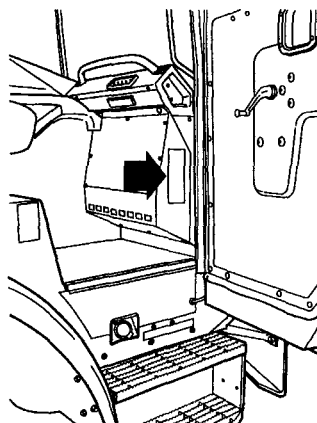
The nuts and bolts that secure the fuel tank mounting brackets to the frame rails on all affected chassis must be replaced.

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 inside the cab as shown in the following illustration. If the campaign has been completed, the campaign number (SC309) and the completion date should be written on the label.



LE MODELS



MR MODELS

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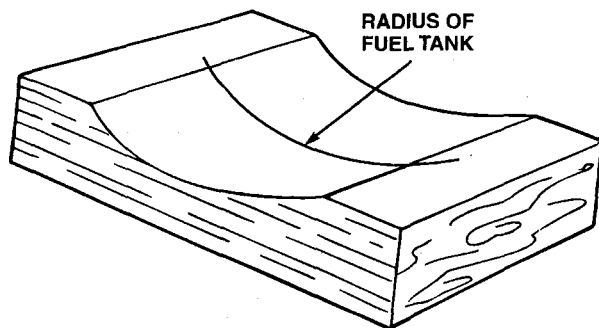
Figure 1 — Campaign Label Location

NOTE

On certain chassis involved in this campaign, the fuel tanks may have been remounted or relocated by a body installer, and the mounting hardware listed in this campaign may not match the fasteners found on the vehicle. Should this be encountered, contact Mack Trucks Reliability Engineering at 610-709-2653 for further instructions.

Fuel tank mounting hardware mounting procedures are as follows:

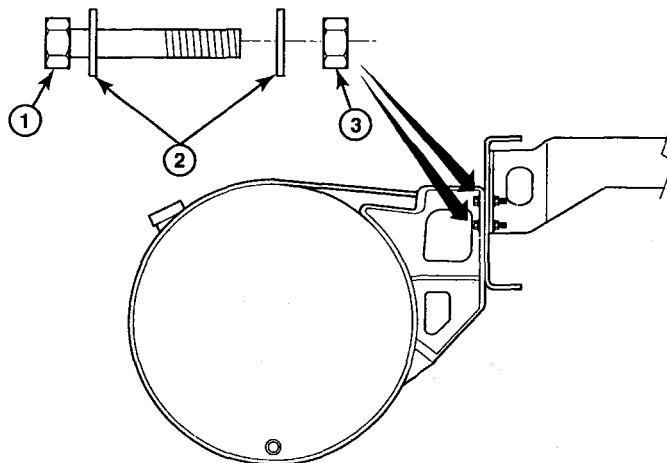
1. Secure the chassis for service, apply the parking brakes and block the wheels to prevent the vehicle from moving.
2. Support the fuel tank with a hydraulic floor jack and a block of wood cut to the contour of the fuel tank.



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Figure 2 — Wooden Block Cut to Contour of Fuel Tank

3. Remove and replace one fastener at a time from the fuel tank mounting brackets. On these model chassis, different length bolts are used to secure the fuel tank mounting brackets. Replace the removed bolts with the same length. Part numbers are as follows:



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Figure 3 — Fuel Tank Mounting Bracket Fasteners

Key	Qty.*	Part No.	Description
1	4	1AX62	Bolt, 5/8-18 UNF x 2" long
	4	1AX97	Bolt, 5/8-18 UNF x 2-1/4" long
	4	1AX270	Bolt, 5/8-18 UNF x 2-1/2" long
2	8	35AX1252	Flat washers, hardened, 11/16" ID, 1-1/6" OD
3	4	21AX785	Nuts, 5/8-18 UNF

* Most chassis use two fuel tank mounting brackets. Some chassis equipped with large capacity fuel tanks, however, have three mounting brackets. These chassis would require an additional two mounting bolts, nuts and four washers.

Install the bolts with the bolt head on the outside of the frame rail, and use two washers (part No. 35AX1252) per bolt (one under the bolt head and one under the nut). Use new nuts (part No. 21AX785). Tighten the fasteners to 172 lb-ft (233 N•m).

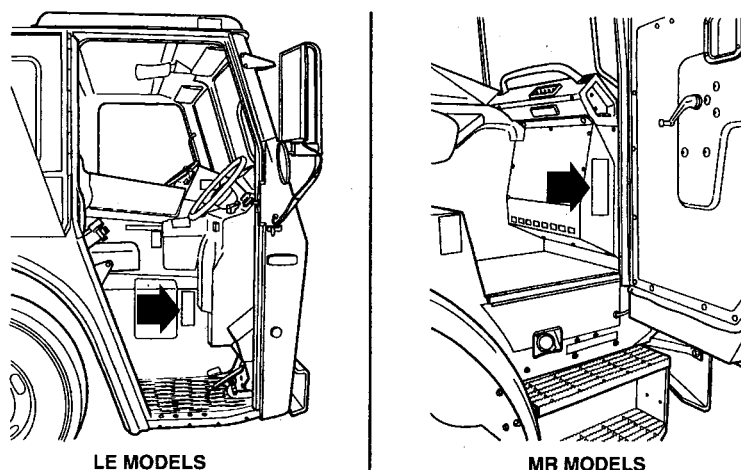
NOTE

Tighten the fasteners dry. DO NOT lubricate the threads.

- Repeat the above procedures for the remaining fasteners on the remaining brackets.

NOTE

To signify that the campaign has been completed, use a permanent-type marker (such as a Sharpie®) to write the campaign number (SC309) and completion date in the spaces provided on the Campaign Completion label. If a label is not already present, apply a label (part No. TS897) inside the cab at the location shown in the following illustration 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 4 — 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.

Qty.*	Part No.	Description
4	1AX62	Bolt, 5/8-18 UNF x 2" long
	1AX97	Bolt, 5/8-18 UNF x 2-1/4" long
	1AX270	Bolt, 5/8-18 UNF x 2-1/2" long
8	35AX1252	Flat washers, hardened, 11/16" ID, 1-1/6" OD
4	21AX785	Nuts, 5/8-18 UNF

* Most chassis use two fuel tank mounting brackets. Some chassis equipped with large capacity fuel tanks, however, have three mounting brackets. These chassis would require an additional two mounting bolts, nuts and four washers.

Removed Parts:

The removed fuel tank mounting bracket hardware can be scrapped locally.

Reimbursement:

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

UNDER**ENTER**

Failed Part (Causal Part) SC0309

eWarranty Authorization No..... SC0309

Labor Code/Allowance 231 1G ZA 95 — 0.2 hr.

Time allowed to take charge of vehicle and determine campaign status.

231 1H ZA 95 — 0.7 hrs.

Time allowed to remove and replace existing fuel tank mounting bracket hardware on chassis having two mounting brackets.

231 1J ZA 95 — 1.0 hrs.

Time allowed to remove and replace existing fuel tank mounting bracket hardware on chassis having three mounting brackets.

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.



RECEIVED
RV6-215

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

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**SAFETY RECALL SC0309
FEBRUARY 2006**

DEAR MACK TRUCK OWNER:

OFFICE OF
DEFECTS INVESTIGATION

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 LE and MR model vehicles manufactured from September 2003 through September 2005.

SAFETY DEFECT: There exists the potential that the bolts attaching the fuel tank mounting brackets to the frame may have insufficient torque.

SAFETY RISK: If the bolts fail, the tank could come detached from the vehicle, which could result in a vehicle 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 one hour.

WHAT YOU SHOULD DO: You should contact the nearest Mack Parts and Service Center and make an appointment. The bolts attaching the fuel tank mounting brackets to the frame 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 Affairs Department,
P.O. Box 26115
Greensboro, NC 27402-6115
vtna.regulatoryaffairs@volvo.com

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 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.