



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

OCT 17 AM 11:30

October 9, 2006

TO: DISTRIBUTOR PRINCIPALS  
SERVICE MANAGERS

SUBJECT: Vehicle Non-Compliance Recall - SC0314  
Front Glad Hand Option

On certain Mack CV model vehicles manufactured from May 2004 through May 2006 with the "front glad hand" option, the performance criteria, specified in US Regulation 49 CFR 571.108 section 5.7.1, cannot be achieved with the spring brake-modulating valve that is installed on the truck.

Approximately 108 vehicles (all USA) are involved in this non-compliance 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 and Non-Compliance 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



# SAFETY RECALL

(Previously called Vehicle Recall)

## SC314

(Not applicable to Mack Trucks Australia)

**Date:** 10/05/06

**To:** All MACK Dealers

**Subject:** Front Glad Hand Option Non-Compliance — CV Models

### Information:

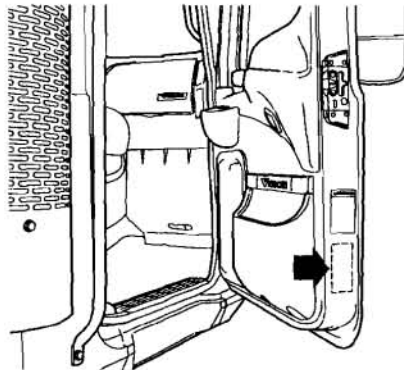
It has been determined that certain CV model chassis equipped with a front glad hand option may not meet the emergency brake performance specifications outlined in the Federal Motor Vehicle Safety Standards (FMVSS) and Canada Motor Vehicle Safety Standards (CMVSS) 121, Air Brake Systems. Minimum stopping distance with a failure in the service brake control circuit may not be achieved with the spring brake control valve and service brake relay valve configuration currently used on the vehicle. Approximately 108 CV model chassis manufactured between May 12, 2004 and May 22, 2006 are involved in this campaign. A list of affected vehicles has been sent to all applicable dealers.

### Procedures:

The existing service brake relay valve (R-14) must be replaced with an R-12DC relay valve, and an air line must be added between the control ports of the relay valve and the spring brake control valve.

### NOTE

Before proceeding, check the campaign status in eWarranty 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 (SC314) and the completion date should be written on the label.



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Figure 1 — Campaign Label Location

Procedures for replacing the existing R-14 service brake relay valve are as follows:

1. Secure the vehicle for service, apply the parking brakes and block the wheels to prevent the vehicle from moving.
2. Completely drain the air system.
3. Clearly mark the air lines at the service brake relay valve to ensure the lines will be connected to the correct ports at reinstallation.
4. Disconnect all the air lines from the valve. Quick connect air lines are disconnected as follows:
  - a. Using either the Weatherhead Tube Release tool (Weatherhead part No. 1800TRK) or your fingers, depress the collet head to release the grip on the tubing.

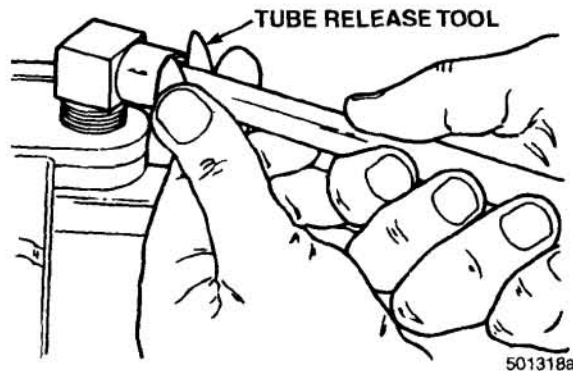


Figure 2 — Depressing Collet

- b. With the collet depressed, pull the tubing from the fitting.

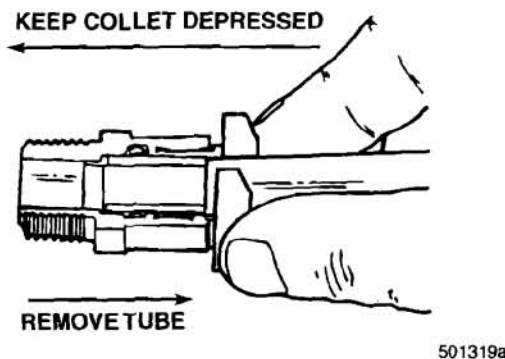


Figure 3 — Removing Tube

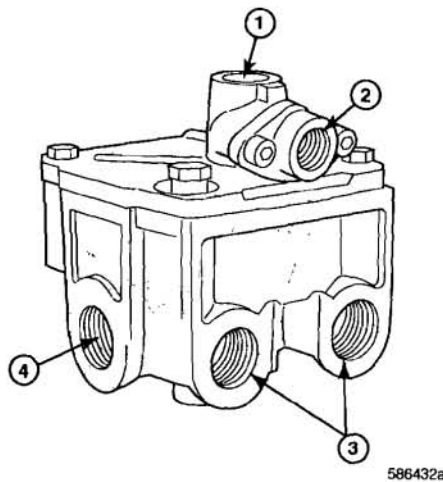
5. After all the lines have been disconnected, remove the relay valve from the chassis.
6. Remove all the fittings and plugs from the existing relay valve.

7. Using a suitable pipe sealant, transfer the fitting and plugs to the replacement R-12DC relay valve (part No. 745-800481). Install the fittings finger tight, and then tighten 1-1/2 to 2 turns. For elbow fittings, tighten no more than one additional turn to final position.

**NOTE**

Teflon® tape is not a suitable substitute for pipe sealant.

8. Using the existing mounting hardware, install the new relay valve on the chassis. Tighten the mounting hardware to 200 lb-in (23 N•m).
9. Connect the air lines to the valve (refer to the following illustration for port locations).

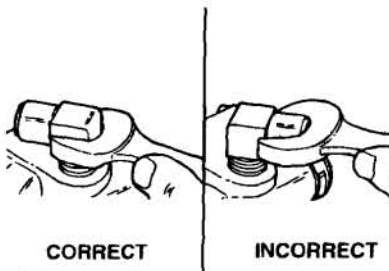


**Figure 4 — R-12DC Port Locations**

1. Primary control port	3. Delivery ports
2. Secondary control port	4. Supply port

Install the push-to-connect air lines as follows:

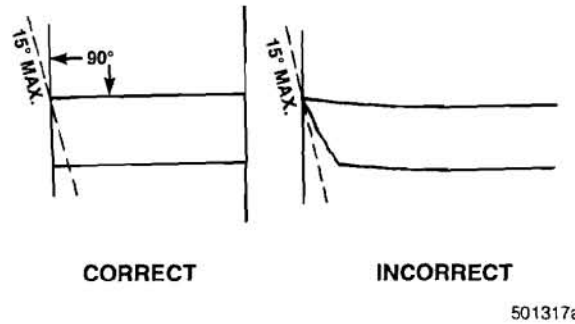
- a. Make any final alignment adjustments to the air fittings with a wrench on the hex or flats of the fitting body. **DO NOT** use a wrench near the tubing entry or collet head of the fitting.



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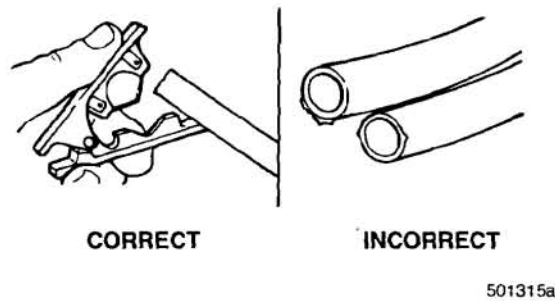
**Figure 5 — Properly Adjusting Fitting Alignment**

- b. Inspect the end of the tube. The end of the tube should have a square (90-degree), clean cut edge. (An angled cut up to 15 degrees is acceptable.)



**Figure 6 — Inspect Tube End**

If the tube end is not clean or square, use a tubing cutter (Weatherhead part No. T919 or equivalent) to cut the tube. Dull knives, side cutters or other types of cutting tools may not ensure a good, clean cut. Burrs, oval tubing and contamination can damage the fitting seals.

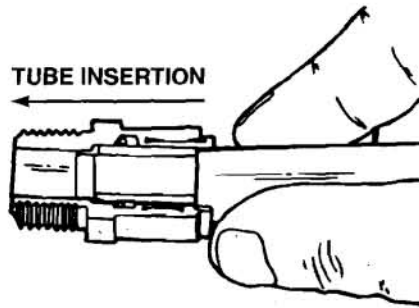


**Figure 7 — Use a Tubing Cutter for Proper Cut Edge**

- c. Insert the tubing straight into the fitting until a solid stop is felt. The tubing grip and seal (on the O-ring) is then accomplished. Always protect against contaminants in the cartridges and fittings during assembly.

**NOTE**

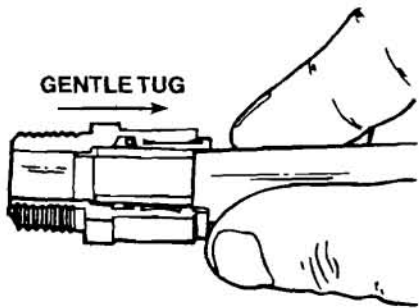
DO NOT use detergent, soap and water or similar types of solutions as a lubricant when installing the tube.



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**Figure 8 — Inserting Tube**

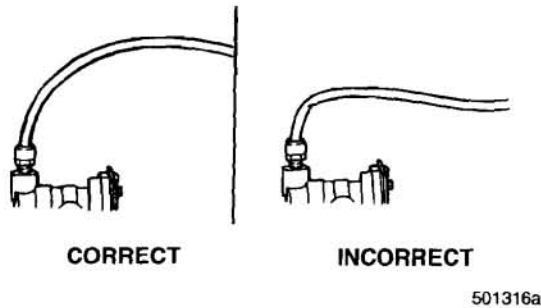
- d. After the tube has been fully inserted, gently tug on the tubing to ensure that it is secure in the fitting.



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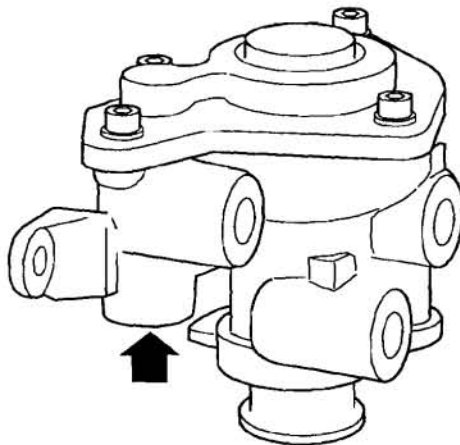
**Figure 9 — Ensure Tubing is Secure**

- e. Check the completed installation. Be sure to allow ample room for a gradual bend. Severe bends can collapse the tubing, resulting in line blockage, flow restrictions and an eventual air leak.



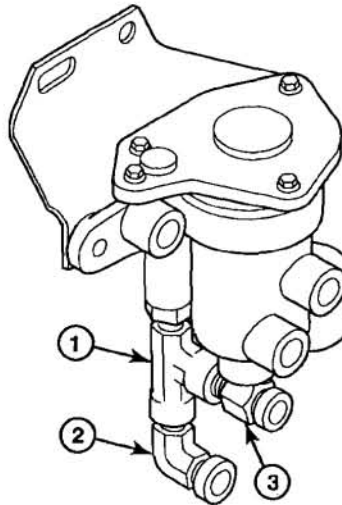
**Figure 10 — Inspect Final Installation**

- 10. Install an air line between the R-12DC secondary control port and the spring brake control valve control port as follows (reference the air brake schematic diagram shown in figure 15 at the end of this bulletin):
  - a. Disconnect the air line from the control port of the spring brake control valve.



**Figure 11 — Control Port — Spring Brake Control Valve**

- b. Install a T-fitting (part No. 63AX3660) into the control port. Install a 90-degree elbow fitting (part No. 63AX51091R) into the vertical opening of the T-fitting and a push-to-connect connector fitting (part No. 63AX51083R) into the horizontal opening.

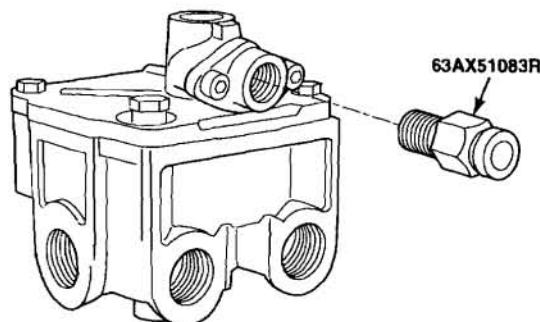


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**Figure 12 — Install Fittings in Spring Brake Control Valve Control Port**

Key	Qty.	Part No.	Description
1	1	63AX3660	T-fitting, 1/4" NPTF, with thread sealant
2	1	63AX51091R	90-degree elbow, 1/4" NPTF, 3/8" tube size, push-to-connect
3	1	63AX51083R	Push-to-connect connector fitting, 1/4" NPTF, 3/8" tube size

- c. Install a push-to-connect connector fitting (part No. 63AX51083R) into the secondary control port of the R-12DC service brake relay valve.



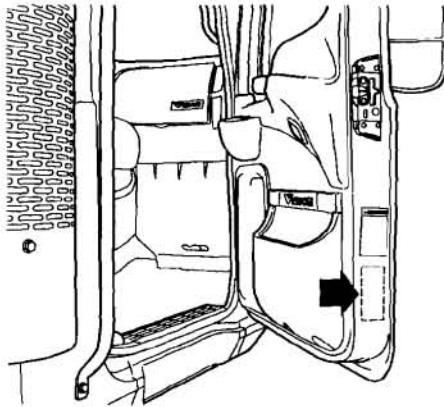
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**Figure 13 — Install Connector Fitting in R-12DC Secondary Control Port**

- d. Connect a length of plastic air line (part No. 101AX120RF), long enough to fit between the service brake relay valve secondary control port and the spring brake control valve control port. Use a tubing cutter (such as Weatherhead part No. T919 or equivalent) to ensure a clean, square cut.
11. Start the engine and build air system to governor cut-out.
12. Stop the engine, and then use a soap and water solution to check for leaks at the service brake relay valve, and at the control port connection on the spring brake control valve.

**NOTE**

To signify that the campaign has been completed, use a permanent-type marker (such as a Sharpie®) to write the campaign number (SC314) 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 14 — 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
1	745-800481	Relay valve, R-12DC
2	63AX51083R	Push-to-connect connector fitting, 1/4" NPTF, 3/8" tube size
1	63AX51091R	90-degree elbow, 1/4" NPTF, 3/8" tube size, push-to-connect
1	63AX3660	T-fitting, 1/4" NPTF, with thread sealant
1	101AX120RF	Plastic tubing, 3/8", length as required

**Removed Parts:**

The existing R-14 relay valve can be scrapped locally.

**Reimbursement:**

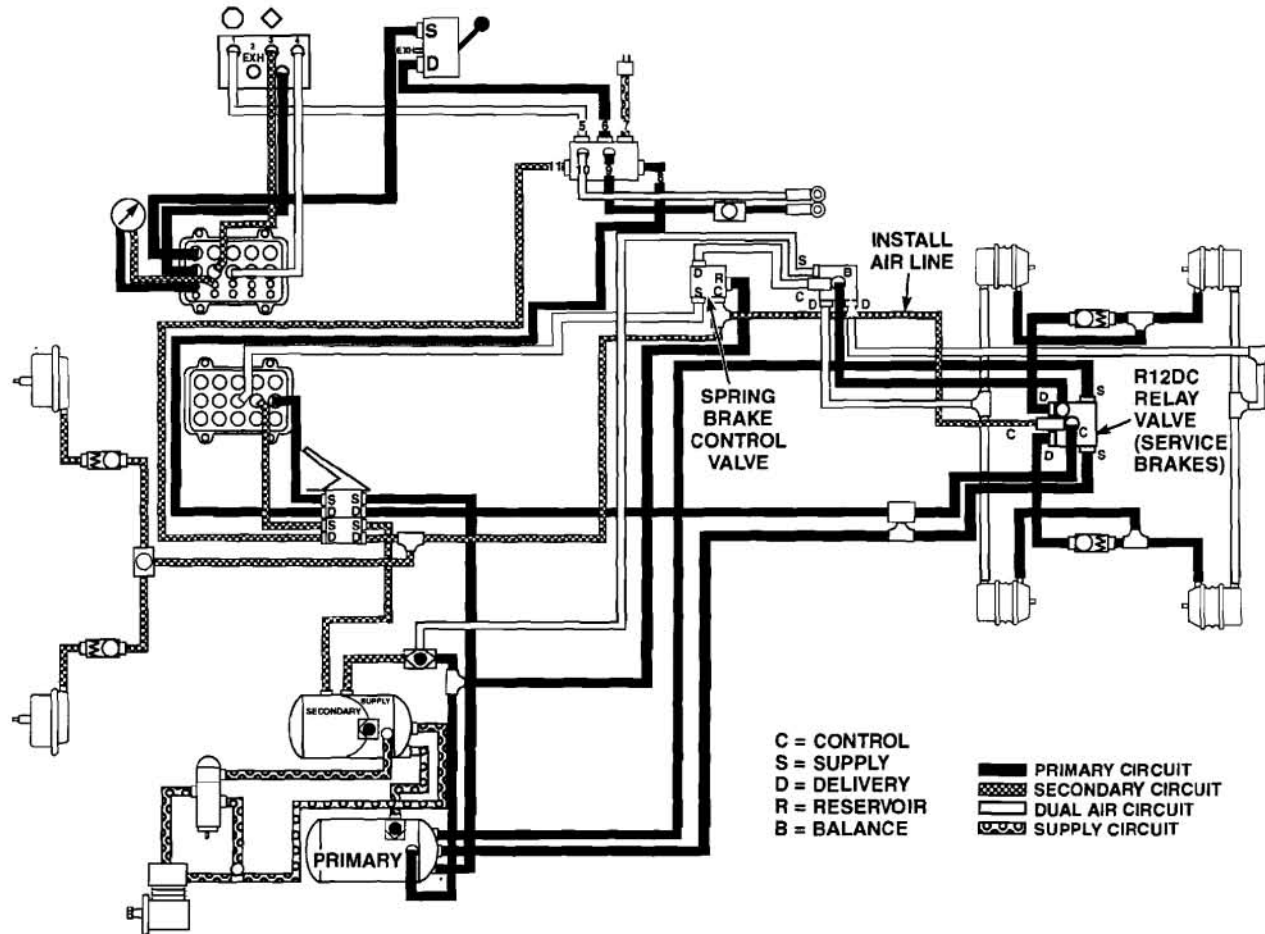
Campaign expenses are to be recovered through normal warranty claim procedures. Enter the following information on the warranty claim:

<b>UNDER</b>	<b>ENTER</b>	
Failed Part (Causal Part) .....	SC0314	
eWarranty Authorization No.....	SC0314	
Labor Code/Allowance .....	533 9A BC 95 — 0.2 hr.	Time allowed to take charge of vehicle and check eWarranty to determine campaign involvement.
	533 9B BC 95 — 1.2 hrs.	Time allowed to remove existing R-14 service brake relay valve, install R-12DC valve and install control line between control ports of service brake relay valve and spring brake control valve. Does not include "take-charge" time.

<b>NOTE</b>
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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.

Figure 15 — Schematic Diagram





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

**NON-COMPLIANCE RECALL SC0314**  
**OCTOBER 2006**

**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 non-compliance exists in certain Mack CV model vehicles manufactured from May 2004 through May 2006 with the "front glad hand" option1.

**NON-COMPLIANCE:** The performance criteria, specified in US Regulation 49 CFR 571.121 section 5.7.1, cannot be achieved with the spring brake-modulating valve that is installed on the truck.

**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 and one-half hours.

**WHAT YOU SHOULD DO:** You should contact the nearest Mack Parts and Service Center and make an appointment. The spring brake-modulating valve 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 non-compliance 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](mailto: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.***

## **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**