



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

February 2, 2007

TO: DISTRIBUTOR PRINCIPALS
SERVICE MANAGERS

SUBJECT: Vehicle Safety Recall - SC0319
Steering Wheel Retaining Nut

On certain Mack Models (CHN, CHU, CXN, CXP, and CXU) manufactured from October 2, 2006 through December 7, 2006, the nut that retains the steering wheel may not have been installed. If this condition exists, it may result in a loss of control of the vehicle.

Approximately 2,255 vehicles (2,085 US, 153 Canada and 17 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



(Not applicable to Mack Trucks Australia)

Subject: Steering Wheel Retaining Nut — CXU, CXP, CXN, CHU and CHN Models

It has been determined that the steering wheel retaining nut may have been omitted during assembly of certain CXU, CXP, CXN, CHU and CHN model chassis manufactured between October 2, 2006 and December 7, 2006. As a result, the potential exists for the steering wheel to disengage the steering shaft while the vehicle is in operation, resulting in a loss of control and a possible crash. Approximately 2,255 chassis are involved in this campaign. A list of affected chassis has been sent to all applicable dealers.

The steering wheel must be checked for the presence of the retaining nut on all chassis involved in this campaign. Before proceeding, determine Safety Recall eligibility by:

- a. Checking Safety Recall status in eWarranty.
- b. Checking the campaign completion label located on the passenger-side door. If the campaign has been completed, SC319 should be written on the label.

Using a small flat-blade screwdriver, pry the horn button from the steering wheel and check for the presence of the retaining nut.

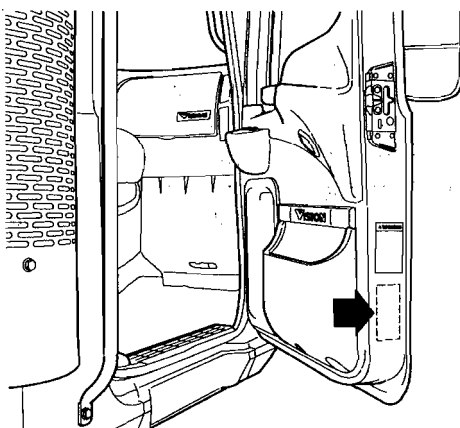
If a nut is present, reinstall the horn button. No further action is required.

If the retaining nut is not installed, install a retaining nut (part No. 21AX926) and tighten to 68 N•m (50 lb-ft). Reinstall the horn button.

2017.06.12, 10:00
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NOTE

To signify that the campaign has been completed, use a permanent-type marker (such as a Sharpie®) to write the campaign number (SC319) 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.



703153a

Figure 1 — 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.4	Part No.	Description
1	21AX926	Retaining nut, steering wheel, 7/8-20 UNF, nylok patch

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)	SC0319	
eWarranty Authorization No.....	SC0319	
Labor Code/Allowance	412 DB 01 95 — 0.2 hr.	Time allowed to take charge of vehicle, remove horn button and check for presence of the steering wheel retaining nut. Nut is installed, no further repairs necessary.
	412 DB 00 95 — 0.3 hr.	Time allowed to take charge of vehicle and check for presence of the steering wheel retaining nut. Nut missing and must be installed.

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 SC0319 FEBRUARY 2007

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 CHN, CHU, CXN, CXP, and CXU model vehicles manufactured from October 2, 2006 through December 7, 2006.

SAFETY DEFECT: There exists the potential that the nut that retains the steering wheel may not have been installed.

SAFETY RISK: If the retaining nut was not installed, the steering wheel may come off, which could result in a vehicle crash.

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 a half hour.

WHAT YOU SHOULD DO: You should contact the nearest Mack Parts and Service Center and make an appointment. The vehicle will be inspected and repaired 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.

**ASSISTANCE1
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.

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