



MACK TRUCKS, INC.
2100 MACK BOULEVARD
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August 14, 2007

TO: DISTRIBUTOR PRINCIPALS
SERVICE MANAGERS

SUBJECT: Vehicle Safety Recall - SC0326
Steering Shaft Locknut

On certain Mack GU7 and CHU model vehicles manufactured from November 14, 2006 through May 22, 2007, the locknut used to retain the steering shaft may not have had the lock feature. If the nut were to come loose and be left untreated, the steering shaft could potentially separate.

Approximately 1,072 vehicles (1,049 US and 23 Canada) 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



SAFETY RECALL

(Previously called Vehicle Recall)

SC326

(Not applicable to Mack Trucks Australia)

Date: 08/14/07

To: All MACK Dealers

Subject: Steering Shaft Pinch Bolt and Locknut Replacement — GU7 and CHU Models

On certain GU7 and CHU model chassis manufactured between November 14, 2006 and May 22, 2007, it has been determined that the locking feature was omitted during the manufacturing process of the locknut used with the pinch bolt which retains the steering shaft to the steering gear input shaft. Should this nut come loose, the possibility exists for the steering shaft to separate. Approximately 1,072 GU7 and CHU models are affected by this campaign. A list of affected vehicles has been sent to all applicable dealers.

Procedures:

The steering shaft pinch bolt and locknut must be replaced on all affected chassis. Before proceeding, verify campaign eligibility by:

- a. Checking Safety Recall status in eWarranty.
- b. Checking the campaign completion label located on the edge of the passenger-side door. If the campaign has been completed, SC326 should be written on the label. Campaign completion can also be verified by checking the steering shaft pinch bolt and nut. Replaced pinch bolts and nuts will be identified by a yellow paint mark.

Replace the pinch bolt and locknut as follows:

NOTE

On GU models, metric hardware (10 mm x 1.5) was used for the steering shaft pinch bolt and locknut. This campaign is replacing the metric hardware on GU models with 7/16-20 UNF hardware.

1. Secure the chassis for service, apply the parking brakes and block the wheels to prevent the vehicle from moving.
2. Open the hood.
3. Remove the existing pinch bolt and locknut from the universal joint at the steering shaft-to-steering gear connection (refer to figure 1).

4. Install a new pinch bolt and locknut. Refer to the chart below for the pinch bolt and locknut part numbers.

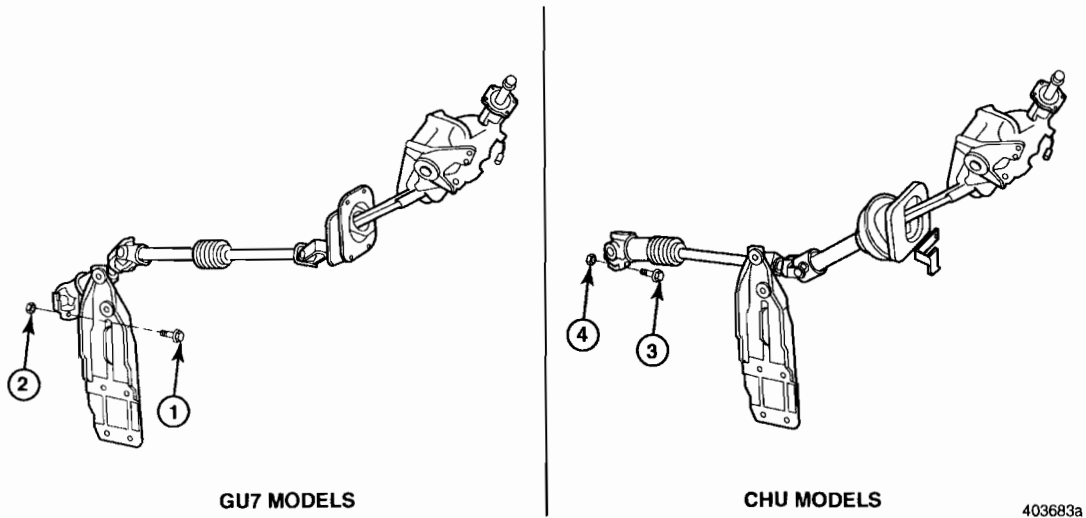


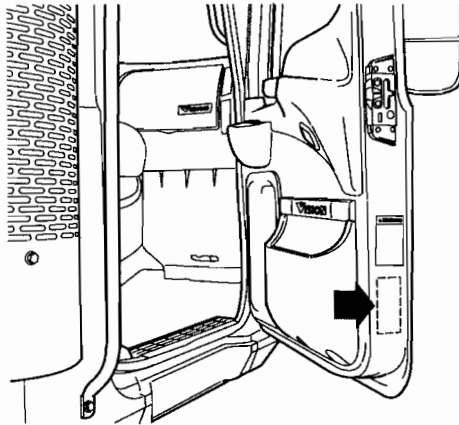
Figure 1 — Steering Shaft Pinch Bolt and Locknut

Key	Qty.	Part No.	Description
1	1	3AX1876	Bolt, 7/16-20 UNF - 2" long — GU7 models
2	1	21AX789	Locknut, 7/16-20 UNF — GU7 models
3	1	43RU42M	Bolt, M10 x 1.5 - 45 mm long — CHU models
4	1	171AM16	Locknut, M10 x 1.5 — CHU models

5. Tighten the pinch bolt locknut proper specifications as follows:
 - 7/16" pinch bolt — 95 N•m (70 lb-ft)
 - M10 pinch bolt — 60 N•m (44 lb-ft)
6. Mark the new nut with a yellow paint stick to signify that the pinch bolt and locknut have been replaced.
7. Return the vehicle to service.

NOTE

To signify that the campaign has been completed, use a permanent-type marker (such as a Sharpie®) to write the campaign number (SC326) 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

Parts Required:

Order vehicle Safety 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 safety campaign.

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

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Removed Parts:

The removed pinch bolt and locknut can be scrapped locally.

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)	SC0326	
eWarranty Authorization No.....	SC0326	
Labor Code/Allowance	412 8A 00 95 — 0.2 hr.	Time allowed to take charge of vehicle and determine campaign status.
	412 8B 00 95 — 0.3 hr.	Time allowed to remove and replace the existing pinch bolt and locknut at the steering shaft-to-steering gear connection. Does not include "take-charge" time. NOTE: Only one "take-charge" time per vehicle service visit is allowed.

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.