



# Mack Trucks, Inc.

# **Safety**

# **Recall**

# **ALERT**

**Date:** September 20, 2007 (supersedes SRA-222-003 dated August 31, 2007)      **Number:** SRA-222-003

**To:** All U.S. & Canadian Distributors

**Attention:** Service Manager, Warranty Manager, Parts Manager, Dealer Principal

**From:** Regulatory Affairs Department

**Subject:** Safety Recall, SC0324, ASET™ AC Fuel Injection Lines

**Revised to add clarification on when to perform SERVICE PROGRAM PI 628, Exhaust Manifold Center Section Mounting Nut Replacement:**

PI628 has been reinstated and is now visible in eWarranty on approximately 37,014 vehicles. Most of these vehicles will also require SC0324. Since SC0324 is being administered in stages, it is very likely that a vehicle will come in for service that requires PI628 but the vehicle has not yet been added to the recall.

If and when this happens, Mack recommends that PI628 not be performed at that time unless the vehicle has either an exhaust manifold leak or broken exhaust manifold mounting stud. If an exhaust manifold leak or broken exhaust manifold mounting stud does exist, then the dealer should perform PI628 and SC0324 and report back to Mack that SC0324 was performed by contacting the dedicated phone number (1-877-800-4945).

#### Important Notes:

On September 4, 2007, Mack will restart the ASET™ AC Fuel Injection Line safety recall. The new safety recall number, which will be used, is SC0324. Since there are a limited number of kits available, at this time we will release the recall on groups of vehicles at different dates. The first release on September 4<sup>th</sup> will include 4,498 trucks. Subsequent releases will occur about every six weeks thereafter and will be communicated by a safety recall alert.

A parts market communication (PC2007-35) will be sent on August 28 regarding the parts ordering process. Two important pieces of information that will be included in the parts communication and that warrant restating here are:

- All Mack dealers will receive from 2 to 50 “seed kits” as initial inventory. The shipments will be sent out during the week of August 27<sup>th</sup>. This is to ensure that the dealer has some initial inventory on hand to repair trucks as needed.

- All additional repair kits can only be ordered by calling a dedicated phone number, 1-877-800-4945. Chassis model and serial number are required when ordering kits. The dealers are urged to reorder as they use their kits.

The recall repair will consist of replacing all six injection lines and affixing a label. The repair requires special tools and technicians who perform service procedures on fuel injection lines must be certified. For MACK dealer technicians, certification can be earned by completing the ASET™ Fuel Injection Line e-learning course in Learngate.

For technicians outside the MACK dealer network, the training can be ordered through North American Institute by accessing [www.n-a-institute.com/NAI/Materials for Sale/default.htm](http://www.n-a-institute.com/NAI/Materials%20for%20Sale/default.htm) (select engine and training material TR5-014).

If a truck with an ASET™ AC engine that has not yet been recalled is brought in for service that requires removing a fuel injection line, then we strongly recommend that the dealer go ahead and perform the recall and report the repair back to Mack by calling the dedicated phone number (1-877-800-4945). Calling this dedicated phone number will do two things: (1) automatically order a replacement fuel line kit and (2) place that truck on the SC0324 list which will enable you to submit a warranty claim. Any fuel line replacement kit installed will require a RECALL warranty claim be submitted. Please allow 1-2 business days from date that the part was ordered from the dedicated phone line, to build a RECALL claim. If the RECALL is still unavailable in eWarranty, check to make sure that proper procedures were followed in parts ordering.

#### Safety Recall Summary:

On Mack Model vehicles manufactured with ASET™ AC model engines, the engine as configured with an external EGR makes servicing the fuel injection lines difficult when using traditional tools. The external EGR provides additional heat sources that make ensuring the integrity of the fuel injection line installation critical. To resolve this issue, Mack has developed special tools to ensure the correct torque is applied when the fuel line is replaced, developed a DVD to use as visual aid when training technicians, and has developed an improved fuel injection line that offers a better clamping surface when torqued.

The number of vehicles affected in this release is 4,498 (4,440 US, 54 Canada, and 4 Export).

#### Dealer's Responsibility:

The National Traffic and Motor Vehicle Safety Act and Canadian Motor Vehicle Safety Act requires dealers to ensure 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.

Dealers should make their personnel aware of the safety recall. In the event that a dealer has a vehicle included in the safety recall in their inventory to be sold, the condition must be corrected before releasing it to a customer.

#### Release Schedule:

- Repair Kits (from 2 to 50) will be shipped to dealers during the week of August 27.
- Repair Instructions are scheduled for release on September 4, 2007.
- Vehicle list for this initial release will be posted on the Trucks Dealer Portal September 4, 2007.
- Owner Notices are scheduled to be mailed on or before September 11, 2007.

#### Questions:

Contact the Regulatory Affairs Department at [vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com) if you have questions.