



MACK TRUCKS, INC.
2100 MACK BOULEVARD
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December 10, 2007

TO: DISTRIBUTOR PRINCIPALS
SERVICE MANAGERS

SUBJECT: Vehicle Safety Recall - SC0332
Steering Gear Mounting Bolt

On certain Mack model vehicles manufactured from July 2007 through September 2007, there exists the potential that the bolts that attach the steering gear to the frame may not have been tightened to the specified torque.

Approximately 1,434 vehicles (1,072 US; 203 Canada; 159 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 has the recall authorization loaded in eWarranty. Reserve the recall authorization in eWarranty prior to performing 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)

SC332

(Not applicable to Mack Trucks Australia)

Date: 12/07/07

To: All MACK Dealers

Subject: Steering Gear Mounting Fastener Torque — CXU, CXN and CHU Models

It has been determined that the steering gear mounting fasteners on certain CXU, CXN and CHU model chassis may not have been tightened to proper specifications at assembly, and as a result, steering can be adversely affected. Approximately 1,434 CXU, CXN and CHU model chassis manufactured between July 7, 2007 and September 21, 2007 are involved in this campaign. A list of affected chassis has been sent to all applicable dealers.

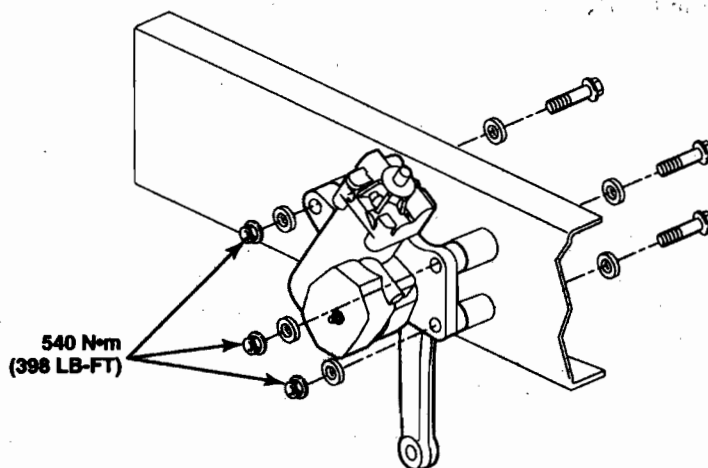
Procedures:

The steering gear mounting bolt torque must be checked on all vehicles involved in this campaign. Before proceeding, verify Safety Recall eligibility by:

- Checking Safety Recall status in eWarranty.
- Checking the campaign completion label located on the passenger-side door. If the campaign has been completed, SC332 should be written on the label. Campaign status can also be verified by inspecting the steering gear mounting nuts for the presence of a yellow paint mark.

Tighten the steering gear mounting fasteners as follows:

- Secure the chassis for service, apply the parking brakes and block the wheels to prevent the vehicle from moving.
- Using an accurately calibrated torque wrench on the mounting nuts (outer) and a wrench on the bolts (inner), tighten the three fasteners to 540 N·m (398 lb-ft).



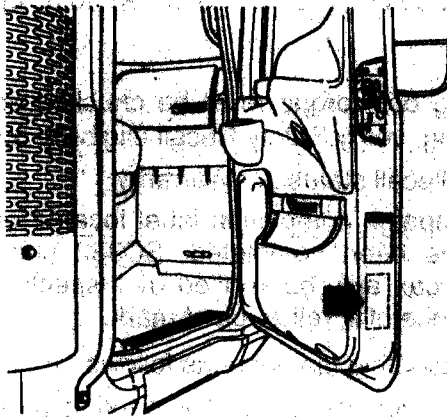
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Figure 1 — Steering Gear Mounting Fastener Torque

3. Mark each nut with a yellow paint stick to signify that the fasteners have been torqued to specifications.

NOTE

To signify that the campaign has been completed, use a permanent-type marker (such as a Sharpie®) to write the campaign number (SC332) and completion date in the space 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 Facsetters Business Services at 610-264-9465).



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Figure 2 — Campaign Completion Label

Parts Required:

Parts are not required for this campaign.

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)	SC0332	
eWarranty Authorization No.	SC0332	
Labor Code/Allowance	411 1E 00 95 — 0.2 hr.	Time allowed to take charge of vehicle and determine campaign status.
	411 1F 00 95 — 0.3 hr.	Time allowed to tighten steering gear mounting fasteners to proper specifications on CXU, CXN and CHU model chassis involved in this campaign. Does not include "take-charge" time.

NOTE

As required by Federal Motor Vehicle Safety Standards 49CFR 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.