



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

April 8, 2008

TO: DISTRIBUTOR PRINCIPALS
SERVICE MANAGERS

SUBJECT: Vehicle Safety Recall - SC0337
Check Valve

On certain Mack model vehicles manufactured from August 2005 through March 2006, a check valve was omitted from the secondary supply port of the SR-7™ Spring Brake Modulating Valve. As a result, an air leak in the secondary or primary system may result in the park brakes inadvertently applying.

Also, the internal rubber check valve inside the Spring Brake Modulating Valve can become deformed over time, which could potentially result in a delay, or failure to apply the park brakes when pulling the yellow park brake control knob on the dash.

Approximately 218 vehicles (all US) 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

SC337

(Not applicable to Mack Trucks Australia)

Date: 04/07/08

To: All MACK Dealers

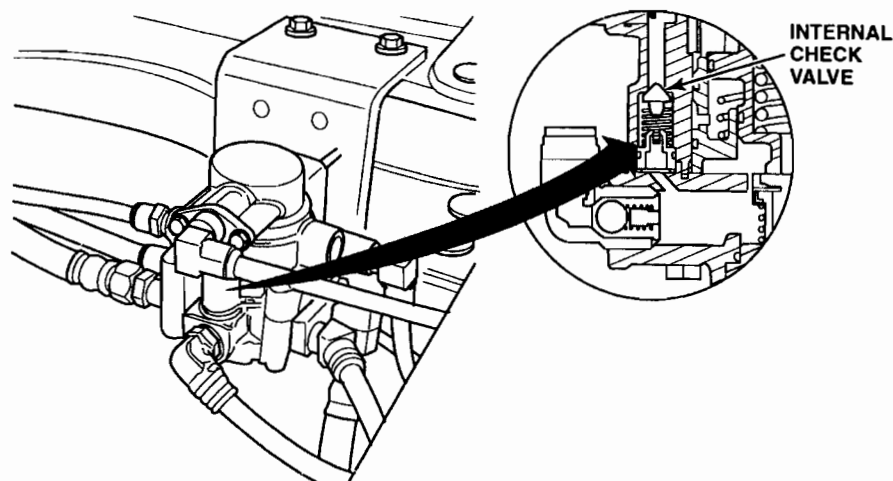
Subject: Spring Brake Modulating (Bendix SR-7™) Valve Internal Check Valve Replacement and Supply Port Check Valve Installation — MR Models

The Bendix SR-7™ spring brake modulating valve requires a one-way external check valve in the supply port to isolate the primary and secondary air systems. On certain MR model chassis, the supply port check valve was inadvertently omitted during vehicle assembly, and a plain 90-degree elbow was installed in its place. Without the check valve, an air leak in either the primary or secondary air systems may result in the inadvertent application of the park brakes. Additionally, it has been determined that the rubber check valve inside the SR-7™ valve can become deformed, resulting in the check valve not seating properly. If the internal check valve is not seated properly, a delay in application of the park brakes could occur, without warning, after the vehicle operator has pulled the park brake valve to apply the park brakes, leading to the possibility of an unintended vehicle roll-away.

Approximately 218 MR model chassis manufactured between August 23, 2005 and March 27, 2006 are involved in this campaign. A list of affected vehicles has been sent to all applicable dealers.

Procedures:

The internal check valve must be replaced, and a one-way external check valve must be installed in the supply port of the SR-7™ spring brake modulating relay valve on all chassis involved in this campaign. The SR-7™ valve is located on the right-hand side of the vehicle, mounted on the crossmember directly in front of the rear drive axle.



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Figure 1 — SR-7™ Spring Brake Modulating Relay Valve

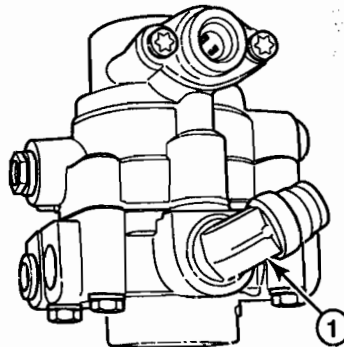
Before proceeding, verify Safety Recall campaign eligibility by:

- a. Checking the Safety Recall status in eWarranty.
- b. Checking the campaign completion label located inside the cab. If the campaign has been completed, SC337 should be written on the label. Campaign completion can also be verified by checking for the presence of a green tie wrap installed in a conspicuous location on the valve or a fitting.

For procedures on replacing the internal check valve, refer to the Bendix Installation Instructions, S-1498, attached to this bulletin.

To install the supply port check valve, proceed as follows:

1. Secure the chassis for service, apply the parking brakes and block the wheels to prevent the vehicle from moving.
2. Completely drain the air system.
3. Using the push-to-connect release tool (tool No. 9032-1800TRK), disconnect the air line from the 90-degree elbow fitting located in the SR-7™ valve supply port, by depressing the collet head to release the grip on the tubing, and then pull the tubing from the fitting. The push-to-connect release tool is available through the MACK Parts System.



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Figure 2 — Remove 90-Degree Fitting from SR-7™ Valve Supply Port

1. Supply Port 90-Degree Fitting

4. Remove the existing 90-degree elbow fitting from the supply port.
5. Apply a small amount of pipe thread sealant (part No. 5166-80632, or equivalent) to the treads of the 90-degree check valve fitting (part No. 745-K022698), and then install the valve into the supply port.

CAUTION

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

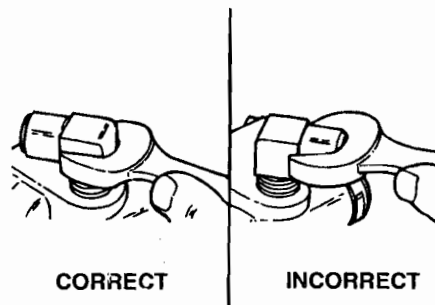
NOTE

The check valve includes a black plastic identification ring around the threaded end of the valve. **DO NOT** remove the ring. The identification ring must be installed along with the valve.

A green tie wrap is included along with the check valve. Install the tie wrap around the body of the check valve to signify that the valve has been installed.

Install the fitting finger-tight, then tighten an additional 1 turn with a wrench. Be sure that the orientation of the fitting is the same as the original fitting.

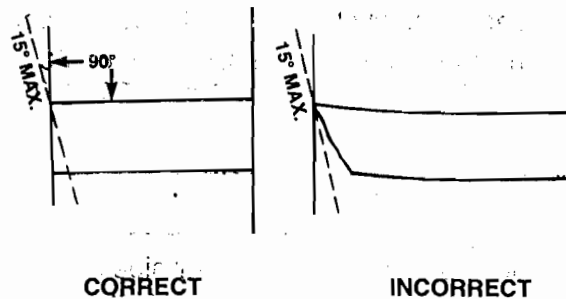
6. Connect the air line to the fitting as follows:
 - a. Make any final alignment adjustments to the air fittings with a wrench on the hex or flats of the fitting body. **DO NOT** use a wrench near the tubing entry or collet head of the fitting.



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Figure 3 — Proper Fitting Installation

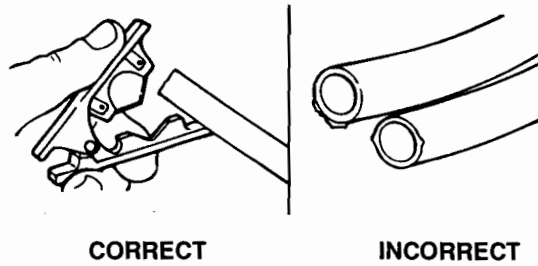
- b. Inspect the end of the tube. The end of the tube should have a square (90-degree), clean cut edge. (An angled cut up to 15 degrees is acceptable.)



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Figure 4 — Inspect Tube End

If the tube end cut 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.



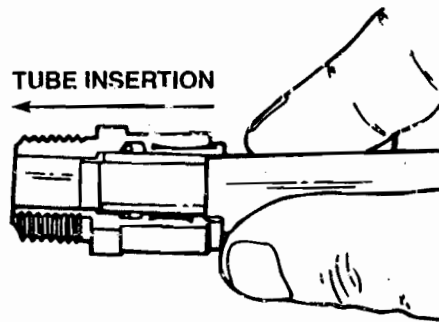
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Figure 5 — Use a Tubing Cutter for Proper Cut Edge

- 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

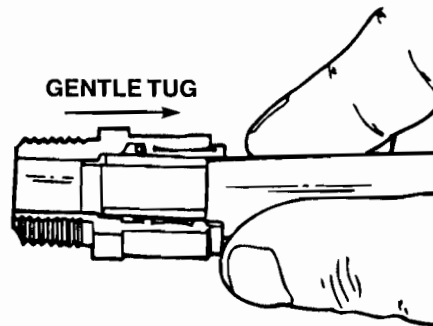
DO NOT use detergent, soap and water or similar types of solutions as a lubricant when installing the tube.



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Figure 6 — Inserting Tube

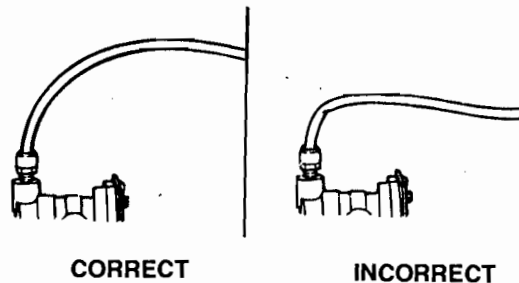
- d. After the tube has been fully inserted, gently tug on the tubing to ensure that it is secure in the fitting.



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Figure 7 — 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.



501316a

Figure 8 — Inspect Final Installation

After the supply port check valve has been installed and the internal check valve replaced, start the engine and allow the air system to build pressure to governor cut-out. Stop the engine and perform the following leakage and operational tests:

NOTE

Perform the tests outlined below. These tests cover operation and leakage of both the external (supply port) and internal check valves. The tests outlined in the attached Bendix bulletin (S-1498, *Installation Instructions, Internal Check Valve Cartridge Retrofit Kit*), only covers operation and leakage for the internal check valve.

! DANGER

Make sure the wheels are blocked and that pressure in the air system is at least 896 kPa (130 psi).

Leakage Test

1. Place the dashboard park brake control valve in the RELEASE position.
2. Using a soap and water solution, coat all ports including the exhaust port. A 25.4 mm (1") bubble in 3 seconds is allowable.
3. With both the primary and secondary reservoirs at 896 kPa (130 psi), drain the secondary reservoir. With the secondary reservoir empty 0 kPa (0 psi), pressure in the primary reservoir should not drop below 689.5 kPa (100 psi).

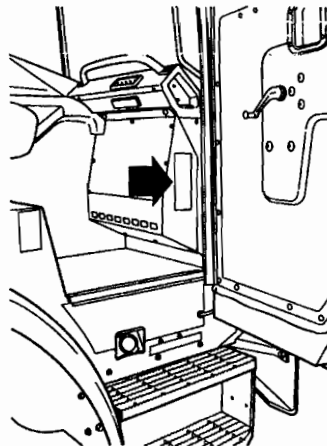
Operational Test

1. Place the dashboard park brake control valve in the PARK position and observe that the park brakes apply promptly (within 3 seconds).
2. Place the dashboard park brake control valve in the RELEASE position and observe that the parking brakes release fully.

If leakage is excessive or the valve does not function as described above, the replacement valve may be defective and should be replaced with a new valve.

NOTE

To signify that the campaign has been completed, use a permanent-type marker (such as a Sharpie®) to write the campaign number (SC337) 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 9 — Campaign Completion Label
SC337 — Page 6 of 7 (with attachment)

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.

Qty.	Part No.	Description
1	745-K022699	Internal Check Valve Cartridge Retrofit Kit (contains one internal check valve, one extra O-ring, one extra screw and one green tie wrap)
1	745-K022698	External Check Valve Replacement Kit (contains one single check valve fitting and one green tie wrap)

Removed Parts:

The removed internal check valve and 90-degree elbow fitting can be scrapped locally.

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)	SC0337	
eWarranty Authorization No.	SC0337	
Labor Code/Allowance	533 9C 00 95 — 0.2 hr.	Time allowed to take charge of vehicle and determine campaign status. NOTE: Only one "take-charge" per vehicle repair visit can be submitted.
	533 9D 00 95 — 0.5 hr.	Time allowed replace the SR-7® spring brake modulating relay valve internal check valve and install the supply port check valve on MR model chassis involved in this campaign. Does not include "take-charge" time.

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.



Installation Instructions

INTERNAL CHECK VALVE
CARTRIDGE RETROFIT KIT

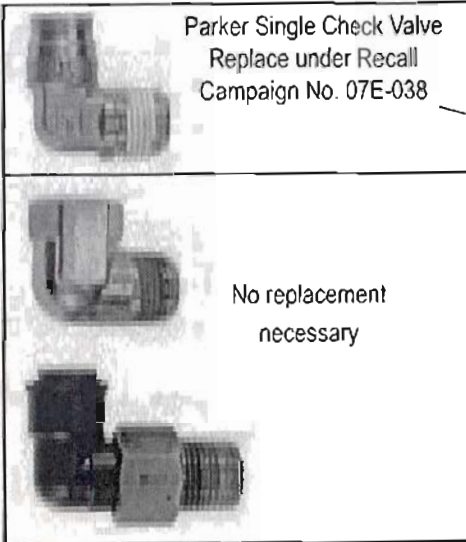
BENDIX® SR-7™ SPRING BRAKE
MODULATING VALVE

Recall Campaign No.: 07E-037

Vous pouvez vous procurer une copie de ce document en français sur le site www.Bendix.com en cliquant sur le lien "Recall Assistance Center" (Centre d'assistance pour les rappels produits).

Para obtener una copia de este documento en español, usted puede visitarnos al sitio en Internet www.Bendix.com y hacer un clic en el anexo "Recall Assistance Center" (Centro de asistencia para los productos devueltos).

Single Check Valves that might be found in the supply port of the SR-7™ valve



Parker Single Check Valve
Replace under Recall
Campaign No. 07E-038

No replacement
necessary

Park control
(From dash valve)

SR-7™ Valves

Balance
Port

STOP
If a Parker Single Check
Valve (PCV) is present,
a second, separate PCV
kit will also need to be
installed.

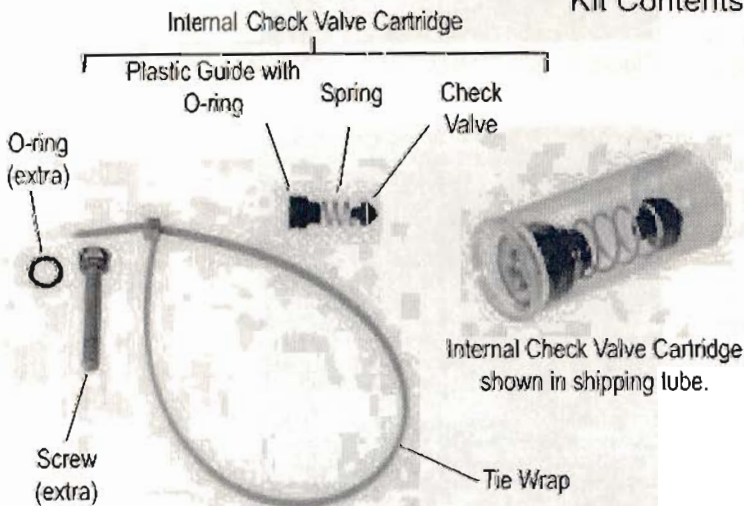
Supply port

Exhaust

Delivery

Supply Port with
Pipe Plug
(Installed in Quick Release
Valve Applications)

Kit Contents



Internal Check Valve Cartridge Retrofit Kit part number
K022699 contains the following components:

Description	Qty.
Internal Check Valve Cartridge	1
Plastic guide with o-ring	
Spring	
Check valve	
O-ring	1 (extra)
Screw	1 (extra)
Green tie wrap	1

Figure 1 - BENDIX® SR-7™ SPRING BRAKE MODULATING VALVE PORT DESIGNATIONS AND KIT CONTENTS

GENERAL

This instruction sheet is intended to provide the necessary information to service the Bendix® SR-7™ spring brake modulating valve with a retrofit internal check valve cartridge. This is in connection with Recall Campaign number 07E-037.

GENERAL SAFETY GUIDELINES

WARNING! PLEASE READ AND FOLLOW THESE INSTRUCTIONS TO AVOID PERSONAL INJURY OR DEATH:

When working on or around a vehicle, the following general precautions should be observed at all times.

1. Park the vehicle on a level surface, apply the parking brakes, and always block the wheels. Always wear safety glasses.
2. Stop the engine and remove ignition key when working under or around the vehicle. When working in the engine compartment, the engine should be shut off and the ignition key should be removed. Where circumstances require that the engine be in operation, EXTREME CAUTION should be used to prevent personal injury resulting from contact with moving, rotating, leaking, heated or electrically charged components.
3. Do not attempt to install, remove, disassemble or assemble a component until you have read and thoroughly understand the recommended procedures. Use only the proper tools and observe all precautions pertaining to use of those tools.
4. If the work is being performed on the vehicle's air brake system, or any auxiliary pressurized air systems, make certain to drain the air pressure from all reservoirs before beginning ANY work on the vehicle. If the vehicle is equipped with an AD-IS® air dryer system or a dryer reservoir module, be sure to drain the purge reservoir.
5. Following the vehicle manufacturer's recommended procedures, deactivate the electrical system in a manner that safely removes all electrical power from the vehicle.
6. Never exceed manufacturer's recommended pressures.
7. Never connect or disconnect a hose or line containing pressure; it may whip. Never remove a component or plug unless you are certain all system pressure has been depleted.
8. Use only genuine Bendix® replacement parts, components and kits. Replacement hardware, tubing, hose, fittings, etc. must be of equivalent size, type and strength as original equipment and be designed specifically for such applications and systems.
9. Components with stripped threads or damaged parts should be replaced rather than repaired. Do not attempt repairs requiring machining or welding unless

specifically stated and approved by the vehicle and component manufacturer.

10. Prior to returning the vehicle to service, make certain all components and systems are restored to their proper operating condition.
11. For vehicles with Antilock Traction Control (ATC), the ATC function must be disabled (ATC indicator lamp should be ON) prior to performing any vehicle maintenance where one or more wheels on a drive axle are lifted off the ground and moving.

SUPPLY LINE REMOVAL

CAUTION: Do not disconnect air lines and fittings unless specified. Installation of this kit does not require that the SR-7™ spring brake modulating valve be removed or that all the air lines be disconnected. **Note:** Instructions for SR-7™ valve removal and installation are included in this document in the event that this kit cannot be installed with the SR-7™ valve mounted on the vehicle.

1. Locate the SR-7™ spring brake modulating valve on the vehicle. Typically it is located near the rear axle mounted on the frame rail or cross member.
2. Identify the supply (SUP 1) port. Note: this port will contain either an external single check valve or a pipe plug. Refer to Figure 1.
3. If an external single check valve is present, disconnect the air line to the check valve. Refer to Figures 2 and 3.

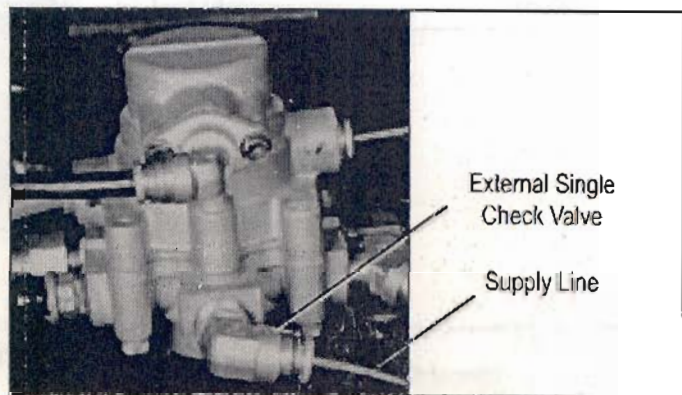


Figure 2 - SR-7™ VALVE AND EXTERNAL SINGLE CHECK VALVE



Figure 3 - DISCONNECTING THE SUPPLY LINE

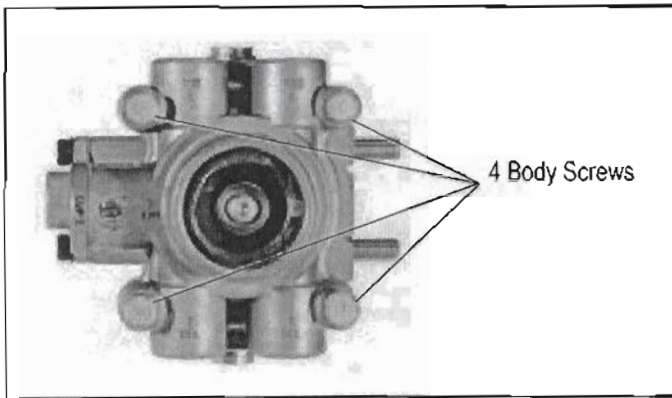


Figure 4 - BOTTOM VIEW OF SR-7™ VALVE

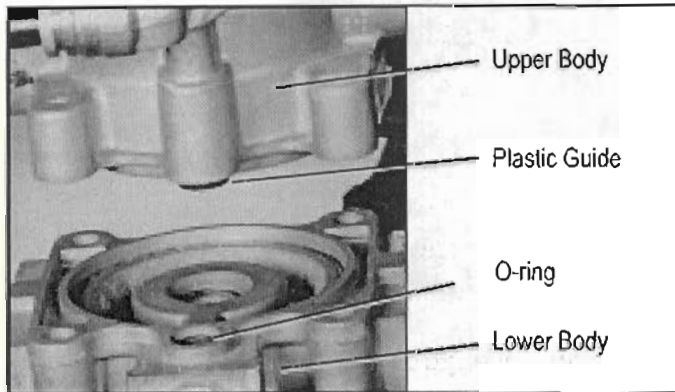


Figure 5 - PLASTIC GUIDE AND O-RING SEAL

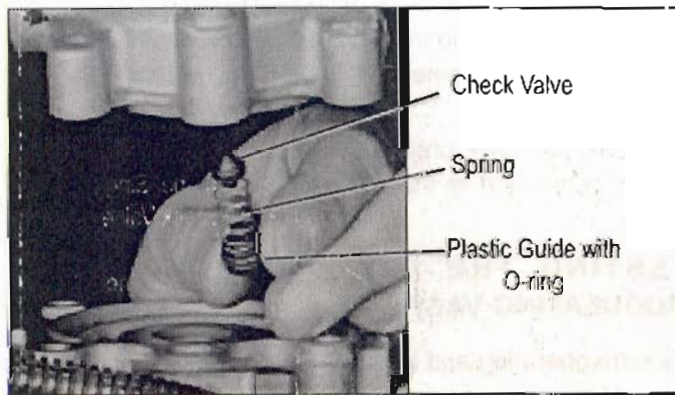


Figure 6 - INTERNAL CHECK VALVE

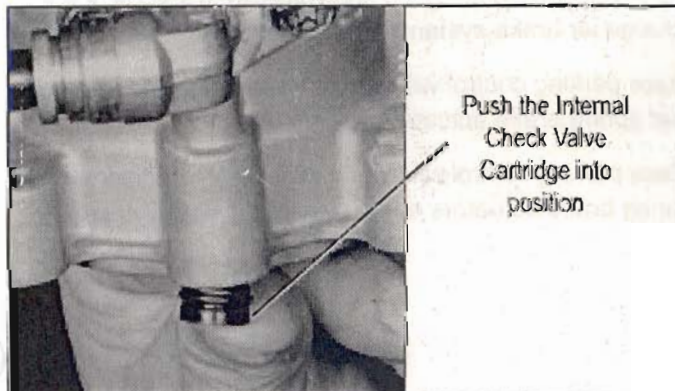


Figure 7 - CARTRIDGE INSTALLATION

INTERNAL CHECK VALVE REMOVAL

- Using a 7/16" wrench remove the four screws that secure the upper and lower bodies of the SR-7™ valve. Refer to Figure 4. Do not disconnect additional hoses or fittings. The separation between the upper and lower body should be approximately three inches to allow adequate room to install this kit.
- Locate the plastic guide in the upper body of the SR-7™ valve directly above the supply port. The o-ring seal from the lower body may stick to the plastic guide when the bodies are separated. If so, remove it from the guide and place it back into the lower body. An extra o-ring has been included in this kit in the event that the o-ring is lost or damaged during servicing. Refer to Figure 5.
- Remove the plastic guide, spring and check valve from the valve bore and discard. Note: The check valve may stick to its seat in the upper body. Be sure that all of the components are removed before going to the next step. Refer to Figure 6.

CARTRIDGE INSTALLATION

- Insert the replacement cartridge in the bore where the check valve, spring and plastic guide were removed. Note: Be sure to remove the replacement cartridge from its shipping tube prior to installation. Push the cartridge into position until it stops as shown in Figure 7. A portion of the plastic guide in the cartridge will stick out as shown in Figure 8. DO NOT FORCE THE CARTRIDGE FURTHER INTO THE BORE.

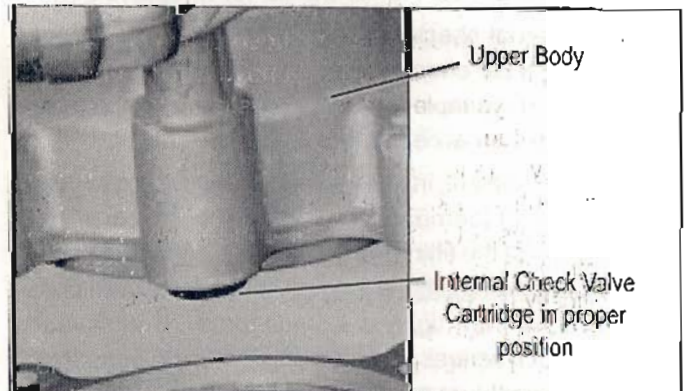


Figure 8 - PROPER CARTRIDGE INSTALLATION

LEAKAGE TEST

Place the park control valve in the "release" position; using a soap solution, coat all ports including the exhaust port and external check valve, if applicable. A 1" bubble in 3 seconds is permitted (175 SCCM).

If the SR-7™ valve does not function as described, or if leakage is excessive, it is recommended that it be replaced with a new unit available from a Bendix parts outlet.

INSTALLATION IDENTIFICATION

If the tie wrap has not already been secured to the valve, secure it to the valve or fitting in a conspicuous location to identify that the field repair has been performed.

**Recall Assistance Center
1-877-461-2732**

www.Bendix.com

sr7campaign@bendix.com





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

**SAFETY RECALL SC0337
APRIL 2008**

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 vehicles manufactured from August 23, 2005 through March 27, 2006.

SAFETY DEFECT: A check valve was omitted from the secondary supply port of the SR-7™ Spring Brake Modulating Valve.

Also, the internal rubber check valve inside the Spring Brake Modulating Valve can become deformed over time, which could potentially result in a delay, or failure to apply the park brakes when pulling the yellow park brake control knob on the dash.

SAFETY RISK: A delay or failure of the parking brake application can occur without warning and possibly lead to unintended vehicle rollaway or unintended application of the park brakes, which could result in a vehicle crash.

Dragging brakes can result in overheating of the rear drums, which may result in a rear tire fire and subsequent rear tire failure.

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 time required to repair your vehicle is approximately one hour.

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 repaired and a check valve will be installed 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.

**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

You may also submit complaints to the Administrator of the National Highway Safety Administration (1200 New Jersey Avenue, S.E., 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