



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

September 4, 2008

TO: DISTRIBUTOR PRINCIPALS
SERVICE MANAGERS

SUBJECT: Vehicle Safety Recall - SC0340
Hella Headlamp

On certain Mack GU model vehicles manufactured from April 2008 through May 2008, the headlamp's bulb shield may not have been completely seated into the headlamp's reflector. If the shield is not seated, it can result in a noncompliance (i.e. exceeding the maximum light output in certain areas) with the photometric output requirements stated in the Motor Vehicle Safety Standard for lighting.

Approximately 280 vehicles (265 US and 15 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 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



(Does not apply to Mack Trucks Australia)
(Supersedes SC340 dated 8/27/08)

Date	Number	Page
08/28/08	SC340	1(6)

Headlamp Noncompliance — HELLA Headlamps

GU

SC340, Headlamp Noncompliance — HELLA Headlamps

(August 2008)

It has been determined that the headlamp bulb shield on certain GU model vehicles equipped with HELLA headlamps may not have been completely seated in the reflector. As a result, the headlamp may not be in compliance with the photometric output requirements stated in the U.S. and Canadian Motor Vehicle Safety Standards for lighting. Approximately 280 GU models manufactured between April 24, 2008 and May 14, 2008 are involved in this campaign. A list of affected vehicles has been sent to all applicable dealers.

Procedures:

The date code on the headlamp must be inspected and the headlamp replaced if the date falls between 04.14.08 and 05.05.08 (April 14, 2008 and May 5, 2008). The headlamp date code can be found on the headlamp part number label which is located on the top of the headlamp assembly. Before proceeding, verify Safety Recall eligibility by:

- a. Checking the Safety Recall status in eWarranty.
- b. Checking the campaign completion label located on the passenger-side door. If the campaign has been completed, SC340 should be written on the label.

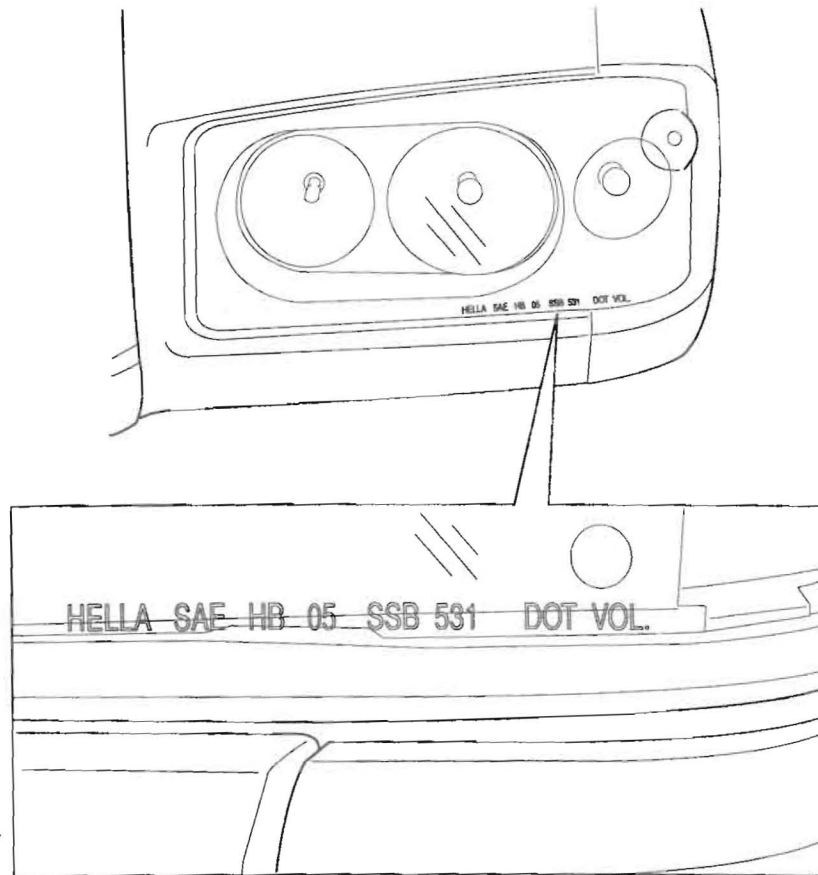
NOTE

In most instances, it will be necessary to identify affected headlamps by checking the date code printed on the headlamp part number label. On some vehicles, however, the headlamps were corrected at the vehicle assembly plant. Corrected headlamps are identified by the letter "R" either handwritten on the back of the headlamp bucket (visible when the headlamp access cover is removed) or on the bottom of the headlamp bucket (requires removal of the headlamp from the hood).

To determine if the headlamps must be replaced, proceed as follows:

1. Secure the chassis for service, apply the parking brakes and block the wheels to prevent the vehicle from moving.

2. Verify that the vehicle is equipped with HELLA headlamps by looking at the headlamp lens. The name "HELLA" will be located in the lower corner of the lens assembly, below the turn signal lamp.

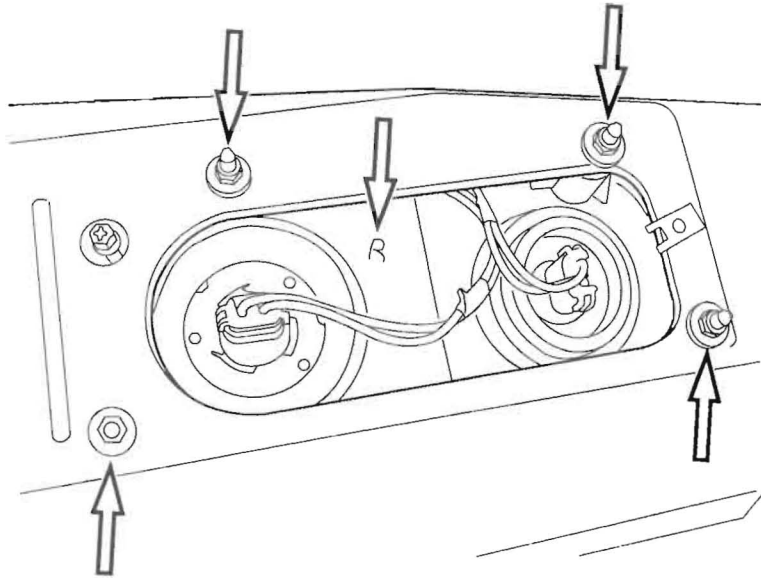


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Figure 1 — Identifying HELLA Headlamp

3. If the vehicle is equipped with HELLA headlamps, open the hood and then loosen the thumbscrew that retains the headlamp access cover to the inner fender.
4. Remove the headlamp access cover.

5. Check the back of the headlamp assembly for a handwritten "R." If an "R" is present, reinstall the access cover and proceed with inspecting the headlamp on the opposite side of the vehicle. If an "R" is NOT seen, disconnect the electrical connectors from the lamps and remove the nuts from the four headlamp mounting studs.



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Figure 2 — Inspect Back of Headlamp for an "R"

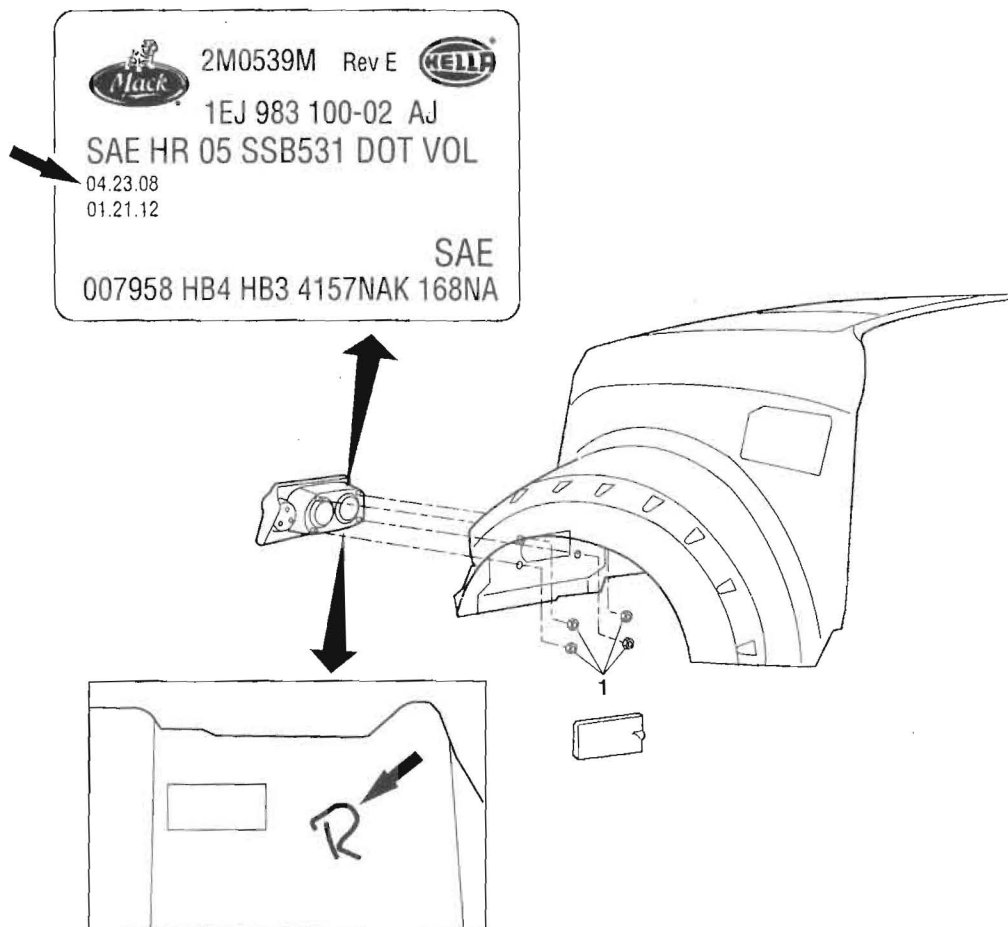
- Remove the headlamp assembly from the hood and check the underside of the headlamp bucket for the presence of a handwritten "R". If an "R" is present, reinstall the headlamp assembly and proceed with inspecting the lamp on the opposite side of the vehicle.

If an "R" is NOT present, check the date code printed on the part number label. (The date code is the top set of numbers on the left-hand side of the label as shown in the following illustration.) Replace the headlamp assembly if the top set of numbers falls between 04.14.08 and 05.05.08. Part numbers for the headlamp assemblies are 2M0539M for the left-hand side, and 2M0540M for the right-hand side.

NOTE

If the part number label is missing and/or there is no "R" written on the bottom of the headlamp bucket, replace the headlamp assembly.

Whether replacing or reinstalling the headlamp assembly(s), reuse the existing flat washers and use **new** nuts (part No. 154AM5001).



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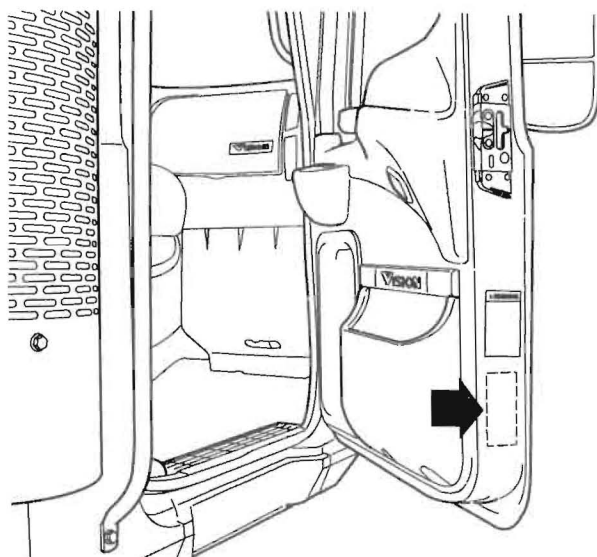
Figure 3 — Identifying HELLA Headlamp

Key	Qty.	Part No.	Description
1	4	154AM5001	Nut, Nyloc, M6 x 1.0

7. Reinstall the access cover and tighten the thumbscrew.
8. Repeat steps 3 through 6 for the opposite side of the vehicle (as required).

NOTE

To signify that the campaign has been completed, use a permanent-type marker (such as a Sharpie®) to write the campaign number (SC340) 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 4 — Campaign Completion Label

Parts Required:

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

Qty.	Part No.	Description
1	2MO539M	Headlamp assembly, left-hand side
1	2MO540M	Headlamp assembly, right-hand side
4*	154AM5001	Nut, headlamp mounting, Nyloc, M6 x 1.0

* Quantity per headlamp assembly.

Removed Parts:

In the U.S., the removed headlamps are to be returned to the HELLA Corporation at the following address:

Attn: Mr. D. Lvov
 HELLA Lighting Corporation
 7979 Park Place Road
 York, SC 29745
 USA

Ship either UPS ground or FedEx ground, using the following account numbers:

- **UPS** — A099X2
- **FedEx** — 236423174

REV Canadian dealers must use the normal warranty parts return procedures to return the removed headlamps to the Technical Material Analysis Center (TMAC) in Pulaski, VA.

This repair is covered by an authorized Safety Recall campaign. Reimbursement is obtained through the normal claim handling process.	
Claim Type (used only when uploading from the Dealer Bus. Sys.)	40
Recall Status	
Vehicle inspected, repair not required	1 - Inspected OK
Vehicle repaired per instructions	2 - Modified per instructions
Labor Code	
Primary Labor Code	741 4B 00 95 — 0.3 hr., time allowed to remove headlamp assembly, inspect and replace/reinstall (as required) per side of vehicle. Does not include "take-charge" time.
Time to take charge of vehicle and determine campaign status	741 4A 00 95 — 0.3 hr.
Causal Part	SC0340
Authorization Number	SC0340

NOTE: Take-Charge time is not included in the primary labor code for this operation. Take-charge may be eligible, but can only be used once per repair visit. If vehicle is having other warranty repairs performed, take-charge should be charged to the warranty repair. Otherwise, take-charge can be charged to this campaign.

NOTE

Dealers are to perform Safety Recall Campaigns on all subject vehicles at no charge to the vehicle owner regardless of mileage, age of vehicle or ownership (original purchaser or subsequent purchasers). Whenever vehicles subject to a safety recall are brought to your dealership for service or taken into your dealership vehicle inventory, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is sold or released to the owner.



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

**NON-COMPLIANCE RECALL SC0340
SEPTEMBER 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 certain Mack GU model vehicles were manufactured with headlamps that fail to conform to Federal Motor Vehicle Safety Standard number 108, Lamps, reflective devices, and associated equipment.

NON-COMPLIANCE: The headlamp's bulb shield may not have been completely seated into the headlamp's reflector. If the shield is not seated, it can result in a noncompliance (i.e. exceeding the maximum light output in certain areas) with the photometric output requirements stated in the Motor Vehicle Safety Standard.

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 headlamps will be inspected and replaced if needed 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.