



MACK TRUCKS, INC.
P.O. BOX 26115
Greensboro, NC 27402-6115

February 16, 2010

TO: DISTRIBUTOR PRINCIPALS
SERVICE MANAGERS

SUBJECT: Vehicle Safety Recall - SC0342
Headlight Switch

On Mack CX and CXN model vehicles, the headlight switch may prematurely fail resulting in inoperative or intermittent headlights.

Approximately (42,609) vehicles (34,269 US; 5,330 Canada; 3,010 Export) are involved in the 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)

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Headlight Rocker Switch Failure

CX, CXN

SC0342, Headlight Rocker Switch Failure

(January 2010)

NOTE

This bulletin supersedes bulletin SC342, "Headlight Rocker Switch Failure" released 06/05/09.

The headlight rocker switch used on CX and CXN model chassis may experience premature failure, resulting in inoperative or intermittent headlights. Approximately 42,609 vehicles are involved in this campaign. A list of affected chassis's has been sent to all applicable dealers. To correct this condition, a jumper harness and two relays must be installed.

CX and CXN model trucks that have a 6-pin D-panel connector will need jumper harness 41MR41165M. CX model trucks with a 4-pin panel connector will need jumper harness 41MR41166M, while CX model trucks with main cab harnesses 41MR5671M or 41MR5681M will need jumper harness 21433188. A complete list of trucks requiring jumper harness 21433188 is available on the trucks dealer portal in the SC0342 folder.

Procedures:

The jumper harness and relay arrangement must be installed on all vehicles involved in this campaign. Before proceeding, verify Safety Recall eligibility by:

- Checking the Safety Recall status in eWarranty.
- Checking the campaign completion label located on the passenger-side door. If the campaign has been completed, SC342 should be written on the label.

Procedures for installing the jumper harness and relay arrangement are as follows:

NOTE

Depending upon the chassis date of manufacture, CX models can have either a 6- or 4-pin D-panel electrical connector. When performing these procedures on a CX model, first determine the D-panel connector, and then refer to the applicable instructions outlined in this campaign document.

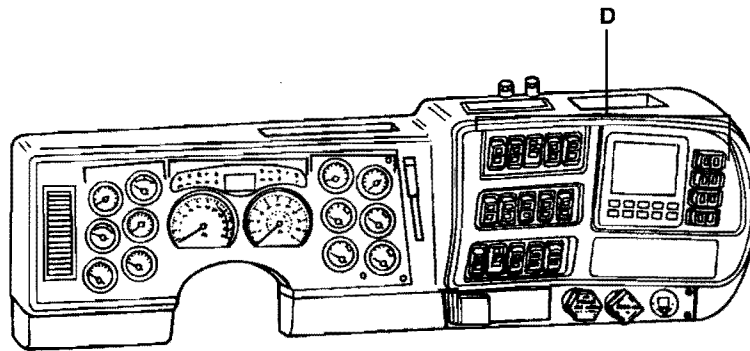
CXN Models and CX Models Having a 6-Pin D-Panel Connector

1. Disconnect the batteries by disconnecting the negative battery cable(s) first, and then the positive cable(s).

NOTE

If equipped with dual battery boxes, disconnect the cables in both battery boxes.

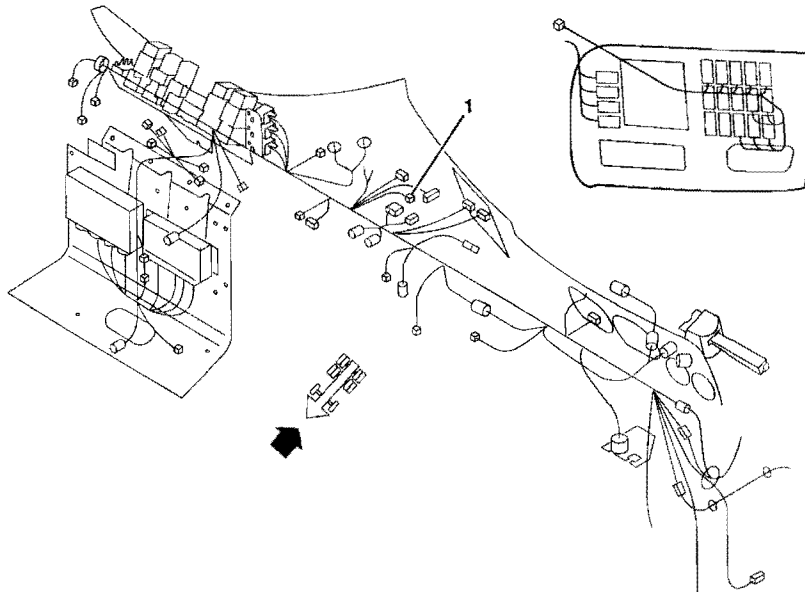
2. Remove the D-panel.



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Figure 1 — Remove D-Panel

3. Disconnect the 6-pin D-panel connector.



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Figure 2 — Disconnect 6Pin Connector

1. 6-Pin Connector

4. Connect the headlight jumper harness (part No. 41MR41165M) between the cab 6-pin cab-to-D-panel harness connectors.
5. Install the relays (part No. 25171095) into the relay sockets of the harness legs labeled "Head Lamp Relay" and "Marker Relay."
6. Using self-tapping screws, secure the two relays to an accessible location on the cab bulkhead behind the instrument panel.
7. Secure the jumper harness ring terminal to the cab ground stud located behind the ABC (gauge cluster)-panel.

NOTE

It may be necessary to remove the ABC-panel to access the ground stud.

8. Reinstall the D-panel (and the ABC-panel if it had been removed).
9. Reconnect the batteries by connecting the positive battery cable(s) first, and then the negative cable(s).

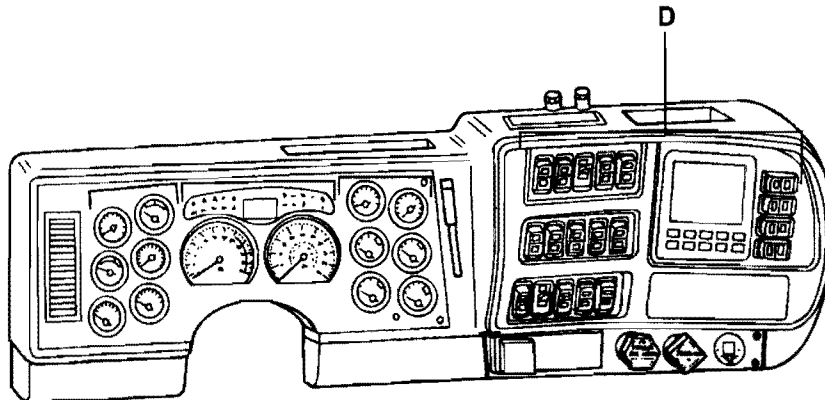
CX Models Having a 4-Pin D-Panel Connector

1. Disconnect the batteries by disconnecting the negative battery cable(s) first, and then the positive cable(s).

NOTE

If equipped with dual battery boxes, disconnect the cables in both battery boxes.

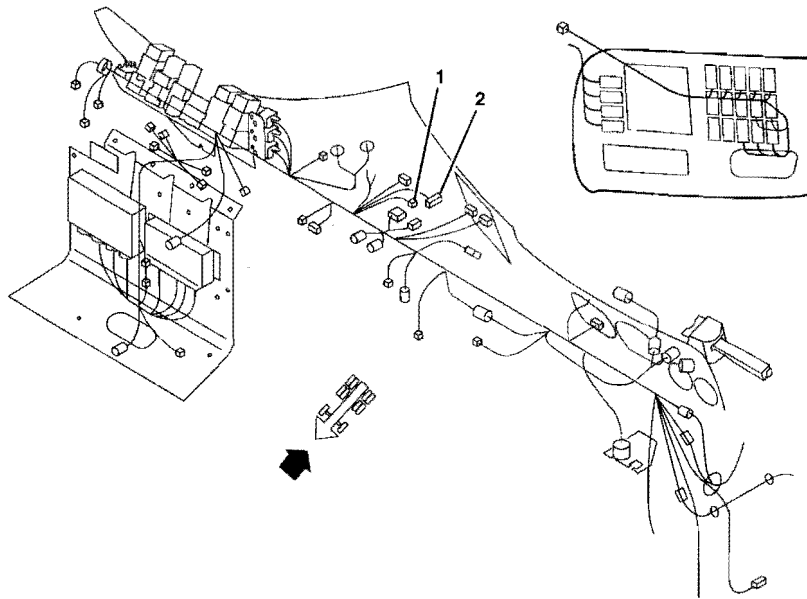
2. Remove the D-panel.



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Figure 3 — Remove D-Panel

3. Disconnect both the 4-pin and 30-pin D-panel connectors.



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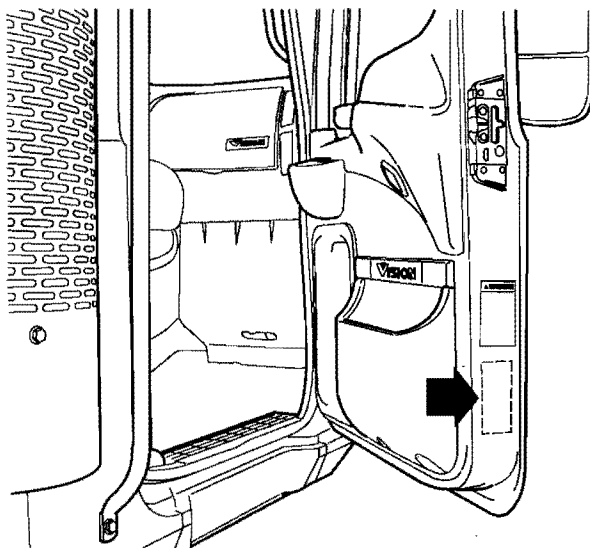
Figure 4 — Disconnect 4-Pin and 30-Pin Connectors

1. 4-Pin Connector	2. 30-Pin Connector
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4. Install the headlight jumper harness (part No. 41MR4166M) between the 30-pin chassis-to-D-panel harness connectors and between the 4-pin chassis-to-D-panel harness connectors.
5. Install the relays (part No. 25171095) into the relay sockets of the harness legs labeled "Head Lamp Relay" and "Marker Relay."
6. Using self-tapping screws, secure the two relays to an accessible location on the cab bulkhead behind the instrument panel.
7. Reinstall the D-panel.
8. Reconnect the batteries by connecting the positive battery cable(s) first, and then the negative cable(s).

NOTE

To signify that the campaign has been completed, use a permanent-type marker (such as a Sharpie®) to write the campaign number (SC342) 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 5 — Campaign Completion Label Location

Parts Required:

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

Qty.	Part No.	Description
1	41MR41165M	Headlight jumper harness assembly, all CXN models and CX models having a 6-pin D-panel connector
1	41MR41166M	Headlight jumper harness assembly, CX models having a 4-pin D-panel connector
1	21433188	Headlight jumper harness assembly, CX models with main cab harnesses 41MR5671M or 41MR5681M.
2	25171095	Relay



Reimbursement

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	7246E 01 56 — 0.6 hr., Time allowed to install headlight switch jumper harness assembly and relays on CXN and CX models involved in this campaign. Does not include "take-charge" time.
Time to take charge of vehicle and determine campaign status	101AA 0A 00 — 0.3 hr.
Causal Part	SC0342
Authorization No.	SC0342

Take-charge time is not included in the labor code for this operation. Take charge may be eligible, but can only be used once per vehicle repair visit. If the vehicle is having other warranty repairs performed, take-charge should be charged to the warranty repair, otherwise take-charge can be charged to this Safety Recall 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 are 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.