



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 26, 2011

MR. TIM L. LAFON
MANAGER, REGULATORY AFFAIRS
MACK TRUCKS, INC.
7900 NATIONAL SERVICE RD.
GREENSBORO, NC 27409

NVS-215dgl
11V-374

SUBJECT: STEERING GEAR TORQUE

DEAR MR. LAFON:

This letter serves to acknowledge Mack Trucks Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MACK/MRU/2009-2012

NHTSA Campaign Number: 11V-374

Mfg's Report Date: July 20, 2011

Components: STEERING: GEAR BOX: SHAFT SECTOR

Potential Number of Units Affected: 2,294

Summary:

MACK TRUCKS IS RECALLING CERTAIN MODEL YEAR 2009-2012 MRU HEAVY TRUCKS MANUFACTURED FROM NOVEMBER 26, 2008, THROUGH APRIL 26, 2011. THE BOLTS USED TO MOUNT THE STEERING GEAR WERE NOT TIGHTENED TO SPECIFICATION. THE BOLTS CAN LOOSEN WHICH OVER TIME MAY CAUSE THE STEERING GEAR TO DISCONNECT FROM ITS MOUNTING BRACKET.

Consequence:

A COMPLETE LOSS OF STEERING MAY OCCUR INCREASING THE RISK OF A VEHICLE CRASH.

Remedy:

DEALERS WILL REPLACE THE BOLTS, WHICH WILL BE TIGHTENED TO THE CORRECT SPECIFICATION. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR BEFORE SEPTEMBER 5, 2011. OWNERS MAY CONTACT MACK TRUCKS AT 1-800-866-1177.

Notes:

MACK'S TRUCKS SAFETY RECALL NO. SC0356. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

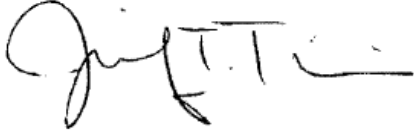
Please provide the following additional information and be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement