

**Mack Trucks, Inc.**

July 20, 2011

**Subject: New Safety Recall (SC0356, Steering Gear Torque)****Attention:**

Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

**Submitted via Email to Delia Lopez**

The following information is submitted in accordance with the requirements of 49 CFR Part 573.6 as it applies to a defect relating to motor vehicle safety.

**573.6(c)(1)**

Mack Trucks, Inc. ("Mack Trucks")  
7900 National Service Rd.  
Greensboro, NC 27409

**573.6(c)(2)**

Certain Mack model vehicles manufactured from November 26, 2008 through April 26, 2011

The selection of vehicles was based on the steering gear part number.

**Affected Models and Model Years:**

2009-2012: MRU model.

**573.6(c)(3)**

There are approximately two thousand four hundred seventy nine vehicles in total affected by the recall, of which there are two thousand two hundred ninety-four (2,294) that reside in the United States.

**573.6(c)(4)**

The percentage of the vehicles containing the defect is one hundred percent.



### **573.6(c)(5)**

The bolts used to mount the steering gear were not tightened to specification (i.e. under torqued). As a result, the bolts can loosen, which over time may cause the steering gear to disconnect from its mounting bracket. If this occurs, the steering may be affected or a complete loss of steering may occur increasing the risk of a vehicle crash.

### **573.6 (c)(6)**

Chronology of principle events that were the basis for the determination:

- |         |  |
|---------|--|
| 4/11/11 | Customer complaint received about noise in steering while turning                      |
| 4/26/11 | Corrective action taken at factory   |
| 5/5/11  | Investigation opened   |
| 6/6/11  | Scope Identified. Information submitted to Product Safety Committee for recommendation |
| 7/13/11 | Mack Trucks makes determination of a safety related defect                             |
| 7/20/11 | NHTSA notified that Mack Trucks would initiate a voluntary safety recall               |

There is one field report dated 4/11/11 associated with this recall.

### **573.6(c)(7)**

Not applicable

### **573.6(c)(8)**

Mack Trucks will initiate a voluntary owner notification, and recall all affected vehicles.

The recall repair will consist of replacing the bolts, which will be tightened to the correct specification.

Reimbursement for cost incurred by the owner for “prenotification remedies” will be addressed on a case-by-case basis according to the “General Plan for Reimbursement of Pre-notification Remedies” which was published December 8<sup>th</sup>, 2004.



The number, which has been assigned to this recall by Mack Trucks, is SC0356.

A Safety Recall Alert will be released to dealers on or before July 25, 2011, which informs the dealers of the recall. Owner letters are scheduled to be mailed on or before September 5, 2011.

An advance copy of the owner's letter will be submitted to NHTSA for review and approval prior to release to the owners.

If there are any questions regarding this information, please feel free to contact me.

Sincerely,

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