

**Mack Trucks, Inc.**

June 29, 2012

**Subject: New Safety Recall (SC0364, Windshield Wiper Linkage Hardware)****Attention:**

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

**Submitted via Email**

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 2012 CHU, CXU, and GU model vehicles manufactured from October 10, 2011 through November 17, 2011.

The selection of vehicles was based on the manufacturing date of vehicle.

**573.6(c)(3)**

There are approximately one thousand one hundred seventy four vehicles in total affected by the recall that were sold in the United States.

**573.6(c)(4)**

The percentage of the vehicles containing the defect is unknown.



**573.6(c)(5)**

The hardware used to attach the windshield wiper linkage to the wiper motor was not according to specification and therefore was subject to rust and corrosion before assembly. This contamination may have prevented the bolt/nut from being tightened to the required torque specification. As a result, the bolt/nut may prematurely loosen to a point where the linkage detaches from the wiper motor, which can cause the windshield wipers to not function.

**573.6 (c)(6)**

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

- |          |  |
|----------|--|
| 11/9/11  | Manufacturing identified a potential issue   |
| 11/17/11 | Stop Delivery issued   |
| 12/2/11  | Investigation opened   |
| 2/8/12   | Investigation complete. Issue believed to be limited to vehicles at the manufacturing facility                     |
| 4/4/12   | Received field report of wipers not functioning on customer vehicle. Investigation opened                          |
| 5/22/12  | Scope identified   |
| 6/7/12   | Information submitted to Product Safety Committee for recommendation   |
| 6/23/12  | Mack Trucks determines that a safety-related defect exists in certain vehicles                                     |
| 6/29/12  | Mack Trucks notifies NHTSA of the defect and that a voluntary safety recall will be performed to address the issue |

There is one field report associated with this safety-related defect.

**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 hardware in question.

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 October 3, 2011.

The number, which has been assigned to this recall by Mack Trucks, is SC0364.

A Safety Recall Alert will be released to dealers on or before July 3, 2012, which informed the dealers of the recall. Owner letters are scheduled to be mailed on or before August 6, 2012.

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,

*Gerard M. Stokes submitting on behalf of Tim LaFon*

Tim L. LaFon  
Director, Regulatory Affairs  
Mack Trucks, Inc.  
7900 National Service Rd.  
Greensboro, NC 27409  
[timothy.lafon@volvo.com](mailto:timothy.lafon@volvo.com)  
(336) 393-2233