

SAFETY RECALL ALERT



To: Mack Dealer Principals
Mack Warranty Managers
Mack Service Managers
Mack Parts Managers
From: Regulatory Affairs Department

Bulletin: SRA-M12-02b
Date: September 11, 2012
Replaces: N/A
Action: **YES**

Subject: Safety Recall, SC0362, FXL Front Axle Beam

Safety Recall Summary:

On certain Mack MRU and LEU model vehicles manufactured from October 2009 through September 2010, manufacturing variation experienced during the period along with the load and cycling of the load being encountered can initiate low cycle fatigue cracks, which can result in complete fracture of the axle beam. If complete fracture occurs, the driver may lose control of the vehicle, which can result in a vehicle crash.

There are approximately 2,476 vehicles involved in this recall. There will be a second group of trucks requiring additional parts which will be released at a later date under recall SC0367.

Please note the following important provisions for this recall;

1. *Mack Trucks has a dedicated call center to be used for ordering axles for this recall. There are some variations in the hardware needed and Mack Parts Services will be prepared to assist to make sure the proper components are supplied with each axle. No parts orders will be processed unless VIN(s) are supplied and verified. Please call Mack Parts Services at 1-877-800-4945 option 2.*
2. *During the repair the dealer may discover other components (such as the spindles) which require replacement due to normal wear or lack of proper maintenance. These other components are NOT covered under the recall and therefore will be the responsibility of the owner.*
3. *The repair instructions call for the use of a small amount of special spindle grease (PN 6000-1161247) which Mack dealers may not have on hand. To facilitate the recall Mack dealers will be provided a tube of PN 6000-1161247 that should be sufficient to complete the recall on scores of vehicles if used as directed.*
4. *Since the axles required to repair the vehicles are large and heavy, the axles will be sent by ground transportation, which can take approximately 5-days for delivery; therefore, we ask the dealers to plan accordingly and order material in advance of the scheduled repair appointments. Other required parts will be sent next day air.*

Dealer's Responsibility:

The National Traffic and Motor Vehicle Safety Act and Canadian Motor Vehicle Safety Act require dealers to ensure 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. Dealers should make their personnel aware of the safety recall. In the event that a dealer has a vehicle included in the safety recall in their inventory to be sold, the condition must be corrected before releasing it to a customer.

Release Schedule:

- Vehicle list is posted on the Trucks Dealer Portal.
- Repair Instructions are scheduled to be released on or before September 14, 2012.
- Owner Notices are scheduled to be mailed on or before September 20, 2012.

Questions:

Contact the Regulatory Affairs Department at vtna.regulatoryaffairs@volvo.com if you have questions.