



Mack Trucks, Inc.
P.O. Box 26115
Greensboro, NC 27402-6115

**IMPORTANT SAFETY RECALL SC0363
NHTSA # 12V-037**

DEAR MACK TRUCK OWNER:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mack Trucks, Inc. has decided that a defect which relates to motor vehicle safety exists in certain Mack vehicles. This decision was based on information provided to Mack Trucks by Bendix[®] Commercial Vehicle Systems LLC. You are receiving this letter because records indicate that you are the owner of one or more of the vehicles affected by the safety recall.

Provided below is important information pertaining to this recall. Mack Trucks recommends that you take the time to read through this information and take the steps identified to mitigate the risk.

We regret any inconvenience this may cause to your operation, but we hope that you will appreciate our sincere efforts to demonstrate Mack Trucks' commitment to safety and to provide our customers with the best possible product.

SAFETY DEFECT: "In extremely cold conditions (at or below 0 degrees Fahrenheit / -18 degrees Celsius), internal leakage can potentially develop, resulting in pressure being delivered to the affected service brake circuit," which "can cause intermittent or – in isolated cases – continuous brake application."

SAFETY RISK: The brakes may inadvertently apply which may result in a vehicle fire, or if wheel lock-up occurs may contribute to a vehicle crash.

PRECAUTIONS YOU CAN TAKE: There are no precautions you can take other than having your vehicle repaired by a Mack Parts and Service Center..

TIME REQUIRED FOR THE REPAIR: The time required to repair your vehicle is approximately one hour.

WHAT YOU SHOULD DO: **A permanent solution is available to repair your vehicle.** You should contact the nearest Mack Parts and Service Center and make an appointment. Your vehicle will be repaired at **no charge** to you All Mack Parts and Service Centers have been sent a bulletin covering all the details required to perform the safety recall.

You can locate the closest Mack Parts and Service Center by going on line to <http://www.macktrucks.com/> and selecting “Dealer & Service Locations” or by calling our toll-free number: 1-800-866-1177.

**NOTICE REGARDING
LEASED VEHICLES:**

If you are a Lessor of vehicles subject to this Notice, you have an obligation to provide a copy of this Notice to all Lessees. Further, you must maintain a record, which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter, and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that lessee. For purposes of this Notice, the term Lessor means: a person or entity that is the owner, as reflected on the vehicle’s title, of any five or more leased vehicles, as of the date of notification by the manufacturer of the existence of a safety-related defect or non-compliance with a Canadian Motor Vehicle Safety Standard in one or more of the leased motor vehicles

**OWNER RECALL
RESPONSE CARD:**

The enclosed “Notice of Vehicle Recall” identifies your vehicle. If you no longer own the vehicle, please help us update our records by completing the “Vehicle Disposition Record” portion of the enclosed postage-free Notice of Mandatory Safety Campaign card and mailing it back to us.

**ASSISTANCE/
COMPLAINTS:**

If your vehicle has not been inspected within a reasonable time after being contacted, please contact:

Mack Trucks Inc.
Regulatory Affairs Department,
P.O. Box 26115
Greensboro, NC 27402-6115
vtna.regulatoryaffairs@volvo.com

You may also submit complaints to the Administrator of the National Highway Traffic Safety Administration (1200 New Jersey Avenue, S.E., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov> if you believe that Volvo has failed to remedy the defect without charge, or has failed to remedy the vehicle within 60 days of the owners first tender to obtain repair following the earliest time that parts are available.

**PRE NOTIFICATION
REMEDIES:**

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses. Submit copies of all documentation supporting your claim according to the rules specified in the “General Plan for Reimbursement of Pre-notification Remedies” provided in this mailing.