



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

**IMPORTANT SAFETY RECALL SC0361  
NHTSA RECALL # 12V- 017 -2<sup>nd</sup> NOTICE**

**DEAR MACK TRUCK OWNER:**

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

**According to our records your vehicle has not been repaired under the recall. We strongly urge you to get your vehicle repaired as soon as possible.**

Mack Trucks, Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain LE and MR model vehicles manufactured from Feb. 1, 2002 through December 22, 2004. ***You are receiving this notice because your vehicle has been identified as needing to have the front axle replaced under this 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 until your vehicle(s) are repaired.

We regret any inconvenience this may cause to your operation, but hope 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:** Over time, the load and cycling of the load in certain applications may potentially result in fatigue cracks of the front axle beam. Fatigue cracks can propagate and result in complete fracture of the axle beam.

**SAFETY RISK:** If complete fracture occurs, the driver may lose control of the vehicle, which can result in 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 nine hours.

**WHAT YOU SHOULD DO:** You should contact the nearest Mack Parts and Service Center and make an appointment. ***It is imperative that you make an appointment prior to bringing your truck in because it will take a minimum of 3-5 days for the dealer to order and receive the parts necessary to repair your vehicle.*** The repair will be done 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: (800) 866-1177.

**NOTICE  
REGARDING  
LEASED VEHICLES:**

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 days of your receipt of this Notice. 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 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 defined in CFR Section 577.4), as of the date of notification by the manufacturer of the existence of a safety-related defect or non-compliance with a Federal 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 addressed within a reasonable time after contacting the dealer please contact:

Mack Trucks Inc.  
Regulatory Affairs Department,  
P.O. Box 26115  
Greensboro, NC 27402-6115  
[vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com)

You may also submit complaints to the Administrator of the National Highway 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 Mack Trucks Inc. 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.