

SAFETY RECALL ALERT



To: U.S. and Canada Distributors
Dealer Principals
Service Managers
Warranty Managers
Parts Managers

Bulletin: SRA-M-0385
Date: November 24, 2014
Action Required? **YES**

From: Regulatory Affairs Department

Subject: Safety Recall, SC0385, Tie Rod Clamp

Summary:

Description of Defect:

The collars that prevent the ball sockets from backing out of the tie rod may have been positioned incorrectly. If the ball socket comes loose, complete loss of steering or loss of steering at one wheel end can occur, which may result in a vehicle crash.

Mack Trucks has received no reports of vehicle crashes as a result of this condition. Therefore, Mack Trucks considers this as a proactive measure to protect the public and Mack Trucks' customers from risk of a vehicle crash.

Models/ Model Years Affected:

Mack: Certain Mack 2015 CHU and CXU model vehicles manufactured from March 31, 2014 through June 26, 2014.

Vehicle Quantities:

Mack: 1392 (1345 USA, 40 Canada and 7 Export).

Dealer's Responsibility:

The National Traffic and Motor Vehicle Safety Act and Canadian Motor Vehicle Safety Act requires 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 will be posted on the Trucks Dealer Portal November 24, 2014.
- Repair Instructions are tentatively scheduled for release no later than December 8, 2014.
- Owner Notices are scheduled to be mailed on or before December 15, 2014.

Questions:

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