

# SAFETY RECALL ALERT



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

**Bulletin:** SRA-M-0388  
**Date:** February 6, 2015  
**Action Required?** **YES**

**From:** Regulatory Affairs Department

**Subject:** Safety Recall, SC0388, Inner Door Latch

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## **Summary:**

### **Description of Defect:**

Because of stack-up tolerances, the actuator tab may be too short, which can allow the end of the tab to slide behind the inner door latch. If this occurs, the driver may not be able to open the door from inside the truck, which under certain circumstances may increase the risk of injury.

Mack Trucks has received no reports of personal injury as a result of this condition. Therefore, Mack considers this as a proactive measure to protect the public and Mack's customers from the potential risk associated with this defect.

### **Models/ Model Years Affected:**

Mack: 2015 Low Entry TerraPro model vehicles manufactured from March 31, 2014 through December 12, 2014

### **Vehicle Quantities:**

Mack: 790 Trucks (734 U.S., 56 Canada)

### **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 February 6, 2015.
- Repair Instructions are tentatively scheduled for release no later than March 26, 2015.
- Owner Notices are scheduled to be mailed on or before March 26, 2015.

### **Questions:**

Contact the Regulatory Affairs Department at [ytna.regulatoryaffairs@volvo.com](mailto:ytna.regulatoryaffairs@volvo.com) if you have questions.