

# SAFETY RECALL ALERT



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

**Bulletin:** SRA-M-0401  
**Date:** March 11, 2016  
**Action Required?** **YES**

**From:** Regulatory Affairs Department

**Subject:** Safety Recall, SC0401, 2PCE STEERING SHAFT ANNOUNCEMENT

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Mack Trucks recently became aware of the risk of failure with a greaseable two-piece steering shaft manufactured by Willi Elbe. Based on our inquiry into these incidents, we are proactively contacting all of the owners of the affected vehicles and directing them **to take the vehicles out of service as soon as possible**. We have also stopped delivery of all vehicles equipped with the component, and will issue a safety recall.

**There are only 51 Mack trucks that are affected by this recall. All are Titan Model trucks built from May 11, 2016 through February 12, 2016. There have been no reports of incidents on these trucks. To be overly cautious, we will be contacting the owners of these trucks and asking them to place their truck out of service.**

We are exploring every option to limit customer downtime. Our intention is to replace all two piece steering shafts with a one piece steering shaft. As it may take some time to acquire all the parts, we are working diligently on an interim solution. Trucks that receive an interim solution will ultimately receive a one piece replacement steering shaft.

We expect to have an interim solution next week, which will allow for safe operation of the vehicle until a one piece shaft has been installed. We will supply the repair instruction as soon as possible.

Mack Trucks is working with the suppliers of the one piece shaft to expedite delivery of parts to support the recall. We expect to start receiving some one piece shafts within the next four weeks.

A customer support line has been established and a customer care representative is available to answer our customers' questions. The phone number for the customer support line is (877-800-4945 opt #1)

We ask that you please contact any local customers with vehicles equipped with this component to inform them of this issue. I have also provided a listing of the affected trucks by VIN and date of manufacture at the end of this document,

I have provided some information below that can be used so that we provide an accurate and consistent message to our customers.

We appreciate your support.

Best Regards,  
Tim LaFon  
Vice President Regulatory Affairs,  
Mack Trucks Inc.

Please send any questions to the Regulatory Affairs mailbox, [vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com)

#### 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 list is provided at the end of this document.
- Repair Instructions are tentatively scheduled for release early next week at the latest
- Owner Notices are scheduled to be mailed on or before March 14, 2016.

#### Q&A:

**1) What is the issue?**

- The upper steering shaft may separate without warning. A complete loss of steering will result if the upper steering shaft separates.

**2) What models and model years are affected?**

- Certain 2016 and 2017 Mack Titan model trucks

**3) When were the trucks manufactured?**

- May 11, 2015 through February 12, 2016

**4) How many vehicles are affected?**

- 51 in total
  - i. U.S. - 48
  - ii. Canada – 3

**5) Is it a vendor issue?**

- This is yet to be determined

**6) Is there a fix?**

- Yes,
- We will replace all two-piece steering shafts with a one piece steering shaft. We are working to secure parts to support this activity.
- An interim (temporary) solution, which will allow for safe operation of the vehicle until a one piece shaft has been installed, will be available.

**7) When will this be available?**

- The interim solution will be available next week, the week of March 14, and will be used to repair trucks so that they can be placed back in service.
- We expect to start receiving one piece shafts within the next 4 weeks.

**8) What should I do?**

- Mack is recommending that the trucks be placed out of service as quickly as possible. Mack believes that this action is necessary considering the severity of the matter and that the separation can occur without warning.

**9) How do I meet my commitments to my customer?**

- Mack expects the interim solution will be available next week, week of March 14. This solution will allow the vehicle to be repaired to eliminate the risk of separation/ loss of steering so that the vehicles can be placed back in service.
- Where there is an immediate need, Mack will support the owner to secure rental trucks

**10) Who do I contact to make an appointment?**

- You should contact your local Mack Trucks dealer or Mack Trucks Authorized Service Center

**11) Will Mack cover towing?**

- Yes, where needed. The customer support line will support with any towing needs

**12) Will the truck have to be repaired again?**

- Yes, the interim solution is a temporary measure
- Once one piece steering shafts are available, we will notify the owners.

**13) What should a dealer do if they have trucks in their inventory to be addressed?**

- The vehicles must be addressed before they are sold/ delivered according to Federal Law

**14) What should I do if I have a vehicle in my dealership service center that is affected by the recall?**

- You should inform the owner of the recall and that the potential consequence is complete loss of steering
- You should inform the owner that Mack strongly recommends that the vehicle remain out of service until repairs are made
- You should inform that an interim solution will be available next week (week of March 14).
- You should administer the interim solution (when available)

**15) What if the owner refuses to place the vehicle out of service? Should I not let the owner take the vehicle?**

- The owner has the right to take the vehicle.
- You should document in Argus and or ASIST that the driver/owner refused to take the truck out of service.

Vehicle List:

VIN	VEH_MRK_TYPE	VEH_ASSEMB_DATE	CNTRY_OF_OP	DEALER_CODE
1M1BD04Y5GM001046	TD714	2015-05-11	CAN	N951
1M1BD04Y9GM001051	TD714	2015-10-23	CAN	N951
1M2BD02C5GM001700	TD713	2015-06-15	USA	D851
1M1BD02Y4GM001705	TD713	2015-06-15	USA	A548
1M1BD02Y1GM001709	TD713	2015-06-19	USA	P743
1M2BD02C8GM001710	TD713	2015-07-15	USA	D883
1M1BD02Y5GM001714	TD713	2015-05-13	USA	D822
1M2BD02YXGM001722	TD713	2015-06-15	USA	D865
1M1BD02Y6GM001723	TD713	2015-06-17	USA	D578
1M1BD02Y8GM001724	TD713	2015-06-29	USA	D578
1M2BD02Y7GM001726	TD713	2015-05-21	USA	P783
1M1BD02Y5GM001728	TD713	2015-06-12	USA	F219
1M2BD02Y2GM001732	TD713	2015-05-22	USA	P792
1M2BD02Y4GM001733	TD713	2015-05-25	USA	P792
1M2BD02Y6GM001734	TD713	2015-06-04	USA	P792
1M2BD02Y8GM001735	TD713	2015-07-30	USA	P792
1M1BD02Y6GM001737	TD713	2015-11-04	USA	A447
1M2BD02Y3GM001738	TD713	2015-07-07	USA	F291
1M2BD02Y5GM001739	TD713	2015-07-15	USA	F291
1M1BD02Y6GM001740	TD713	2015-06-26	CAN	N909
1M1BD02Y6HM001741	TD713	2016-02-12	USA	F706
1M1BD02Y7GM001746	TD713	2015-06-16	USA	A416
1M2BD02Y4GM001747	TD713	2015-10-02	USA	F272
1M2BD02Y6GM001748	TD713	2015-11-27	USA	F272
1M2BD02Y8GM001749	TD713	2015-10-21	USA	F272
1M2BD02Y4GM001750	TD713	2015-10-12	USA	F272
1M1BD02Y0GM001751	TD713	2015-10-16	USA	A396
1M1BD02Y2GM001752	TD713	2015-08-26	USA	A437
1M2BD02Y1GM001754	TD713	2015-08-24	USA	A468
1M1BD02Y8GM001755	TD713	2015-10-09	USA	C669
1M1BD02YXGM001756	TD713	2015-10-13	USA	C669
1M2BD02C1GM001757	TD713	2015-09-30	USA	A386
1M1BD02Y3GM001758	TD713	2015-11-18	USA	F218
1M1BD02Y5GM001759	TD713	2015-11-06	USA	D824
1M2BD02Y7GM001760	TD713	2015-10-12	USA	P792
1M2BD02Y9GM001761	TD713	2015-10-20	USA	P792
1M1BD02Y5GM001762	TD713	2015-10-29	USA	P742
1M1BD02Y7GM001763	TD713	2015-10-19	USA	D586
1M2BD02Y8GM001766	TD713	2015-11-02	USA	F239
1M1BD02Y4GM001767	TD713	2015-11-26	USA	A388
1M1BD02Y6GM001768	TD713	2015-12-26	USA	C634

1M2BD02C8GM001769	TD713	2015-11-11	USA	D851
1M1BD02Y4GM001770	TD713	2015-11-23	USA	A403
1M1BD02Y6GM001771	TD713	2016-01-11	USA	A458
1M1BD02Y8GM001772	TD713	2015-12-15	USA	F785
1M2BD02Y7GM001774	TD713	2016-01-22	USA	D865
1M1BD02Y1HM001775	TD713	2016-01-06	USA	S197
1M2BD01C3GM001776	TD713	2016-01-04	USA	C631
1M2BD02Y4HM001779	TD713	2016-03-04	USA	D865
1M1BD02Y1HM001789	TD713	2016-02-11	USA	A341
1M1BD02Y8HM001790	TD713	2016-02-12	USA	D839