



**IMPORTANT SAFETY RECALL SC0400  
NHTSA RECALL # 16V- 098**

**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 2016 and 2017 Granite (GU) and TerraPro (MRU) manufactured from November 9, 2015 through January 19, 2016.

**SAFETY DEFECT:** The roll pin may have not been installed at the upper yoke on the steering shaft. If the roll pin is missing, steering shaft may disconnect from the yoke.

**SAFETY RISK:** Separation of the yoke from the steering shaft results in complete loss of steering increasing the risk of a vehicle crash..

**PRECAUTIONS YOU CAN TAKE:** You can inspect the steering shaft to ensure the pin is there. The information on page 3 provides illustrations of where to inspect.

**TIME REQUIRED FOR THE REPAIR:** The time required to repair your vehicle is approximately 1 hour if the pin is missing.

**WHAT YOU SHOULD DO:** You should contact the nearest Mack Parts and Service Center and make an appointment. Mack dealers will inspect your vehicle and ensure that the pin is there. If not there, the steering shaft will be replaced.

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 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(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 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 repaired within a reasonable time after delivering it to a Mack Parts and Service Center, 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 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 Mack 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.

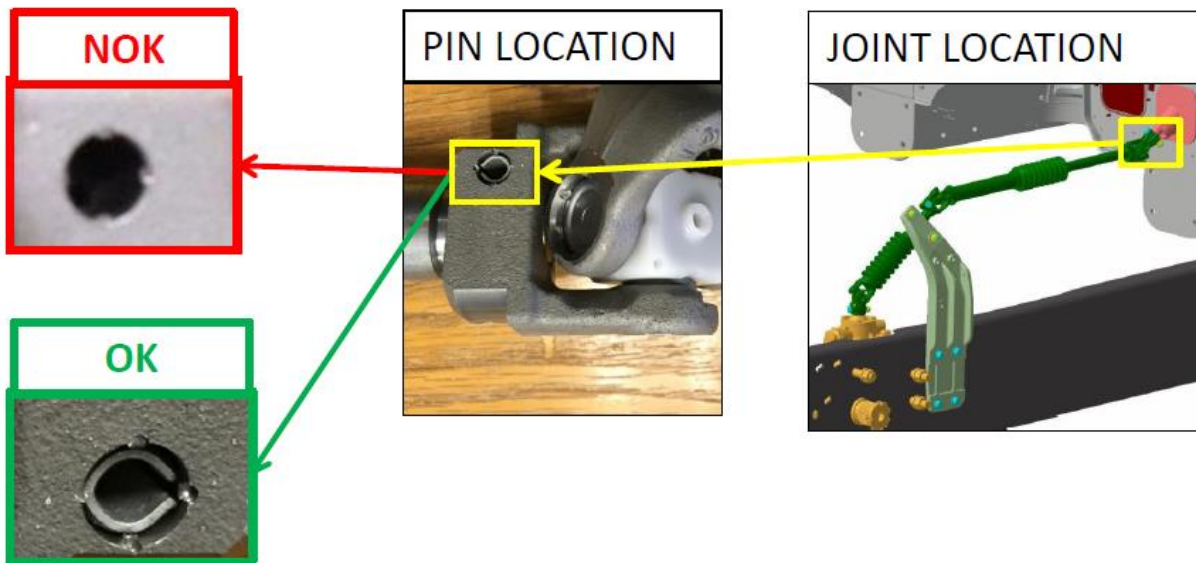
We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Mack's commitment to ensure the safety of our customers, their drivers, and the public

***MACK TRUCKS, INC.***

### **Granite (GU) Inspection:**

**IMPORTANT! ENGINE MUST BE OFF AND PARK BRAKES APPLIED WHEN THE INSPECTION IS BEING DONE.**

- Open hood, steer shaft is located on the driver side of the truck.
- Locate the steer shaft upper U-joint at the firewall.
- Inspect joint for presence of roll pin as shown below.



IF NOT OK (NOK) PLACE THE TRUCK OUT OF SERVICE. PLEASE CONTACT THE MACK SAFETY RECALL SUPPORT LINE, 877-800-4945 opt #1, FOR FURTHER INSTRUCTIONS.

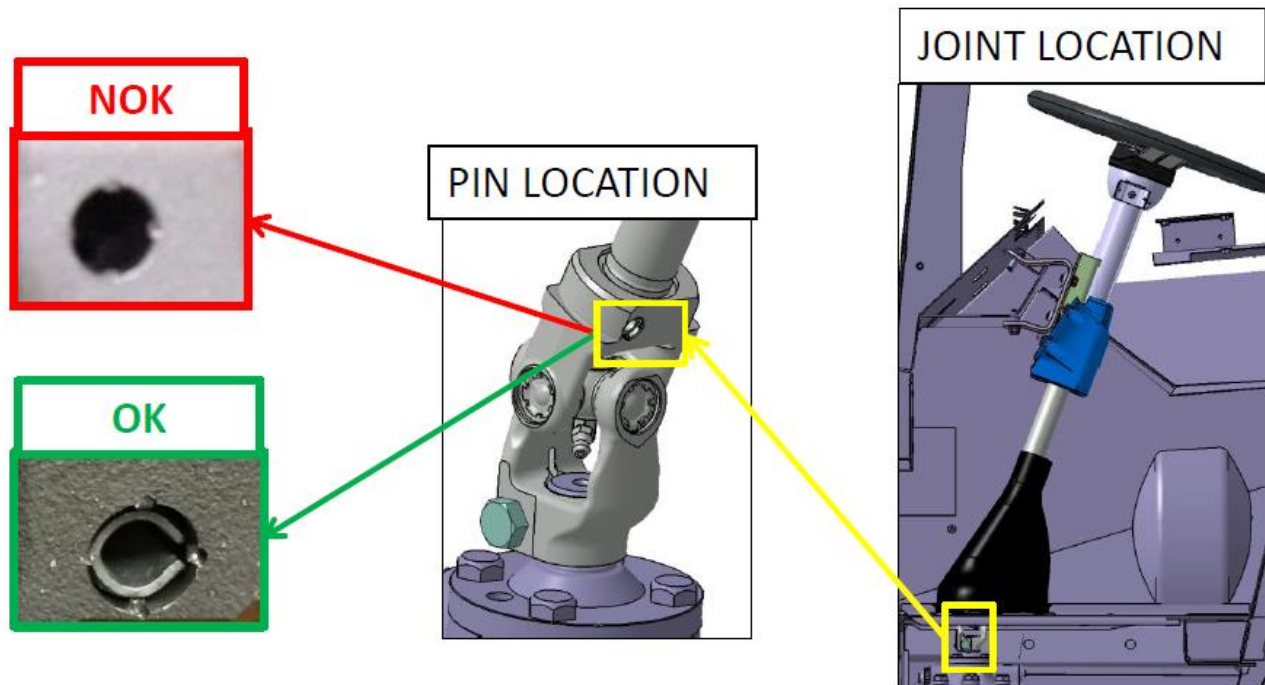
IF THE PIN IS INSERTED, NO REPAIRS ARE REQUIRED. PLEASE SEND AN EMAIL TO [VTNA.REGULATORYAFFAIRS@VOLVO.COM](mailto:VTNA.REGULATORYAFFAIRS@VOLVO.COM) OR CALL THE CUSTOMER SUPPORT LINE TO INFORM US SO THAT WE CAN UPDATE OUR RECORDS.

IF YOU DO NOT FEEL COMFORTABLE DOING THIS INSPECTION, PLEASE CONTACT YOUR NEAREST MACK SERVICE CENTER AND MAKE AN APPOINTMENT TO HAVE YOUR VEHICLE INSPECTED.

**TerraPro (MRU) Inspection:**

**IMPORTANT! ENGINE MUST BE OFF AND PARK BRAKES APPLIED WHEN THE INSPECTION IS BEING DONE.**

- Tilt the cab, and locate the U-joint at the steering gearbox.
- Inspect joint for presence of roll pin as shown below.



IF NOT OK (NOK) PLACE THE TRUCK OUT OF SERVICE. PLEASE CONTACT THE MACK SAFETY RECALL SUPPORT LINE, 877-800-4945 opt #1, FOR FURTHER INSTRUCTIONS.

IF THE PIN IS INSERTED, NO REPAIRS ARE REQUIRED. PLEASE SEND AN EMAIL TO [VTNA.REGULATORYAFFAIRS@VOLVO.COM](mailto:VTNA.REGULATORYAFFAIRS@VOLVO.COM) OR CALL THE CUSTOMER SUPPORT LINE TO INFORM US SO THAT WE CAN UPDATE OUR RECORDS.

IF YOU DO NOT FEEL COMFORTABLE DOING THIS INSPECTION, PLEASE CONTACT YOUR NEAREST MACK SERVICE CENTER AND MAKE AN APPOINTMENT TO HAVE YOUR VEHICLE INSPECTED.