



**IMPORTANT SAFETY RECALL SC0402
NHTSA RECALL # 16V-156**

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 Mack Titan model trucks manufactured from February 25, 2015 through February 12, 2016 with a 2 piece steering shaft.

SAFETY DEFECT: The bolt connecting the upper steering shaft to the lower steering shaft at the junction block may not properly secure the upper steering shaft.

As a result, the steering shafts may separate without warning with complete loss of steering.

SAFETY RISK: Separation of the two shafts results in **complete loss of steering** which may result in a vehicle crash.

PRECAUTIONS YOU CAN TAKE. WHAT YOU SHOULD DO: **If you have not already had the interim repair done to your vehicle (see illustration on page 3), Mack Trucks strongly recommends that you place your vehicle out of service as soon as possible as this defect can result in complete loss of steering.**

A customer support line has been established and a customer service representative is available to answer your questions and to arrange towing if needed. The phone number for the customer support line is (877-800-4945 opt #1).

WHAT YOU SHOULD DO: You should contact the nearest Mack Parts and Service Center and make an appointment. Mack dealers will replace the steering shaft as needed at **no charge** to you.

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: (877-800-4945 opt #1).

**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.

**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

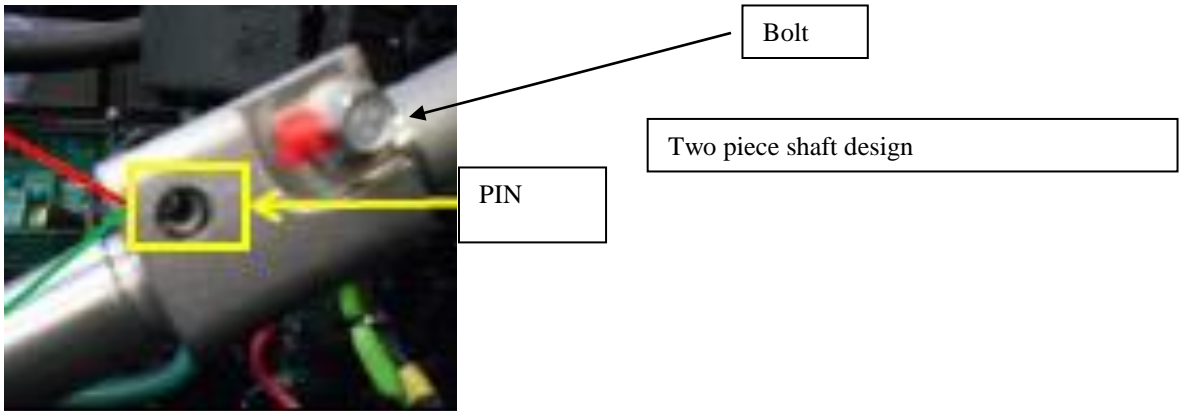
You may also submit complaints to the Administrator of the National Highway Traffic Safety Administration (1200 New Jersey Avenue, S.E., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov> if you believe that Mack 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.

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.

Picture to be able to identify a two-piece shaft design

Open the hood and look at the steering shaft. The shaft is a two-piece design if it has the junction block in the picture.



Interim Fix: The interim fix involves drilling an additional hole, and inserting a ¼ inch roll pin. If this solution is applied, the truck is safe to operate and is NOT to be placed out-of-service. A picture of the interim solution is shown below.

