



**IMPORTANT SAFETY RECALL SC0399  
NHTSA RECALL # 16V-099  
INTERIM OWNER NOTIFICATION LETTER**

**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 2012 through 2015 model Mack Pinnacle (CHU, CXU), Granite (GU), TerraPro (LEU MRU), and Titan (TD) trucks manufactured from September 1, 2011 through April 30, 2014 with a Mack proprietary axle.

**SAFETY DEFECT:**

The cap nut that retains the interaxle driveshaft yoke to the rear axle input shaft may be subject to premature loosening. If the nut comes off, the yoke can separate from the axle input shaft and cause the interaxle drive shaft to disconnect.

**SAFETY RISK:**

A disconnected interaxle drive shaft can disable the truck and result in debris on the roadway, which increases the risk of a vehicle crash.

**PRECAUTIONS YOU CAN TAKE:**

There are no precautions you can take other than having your vehicle inspected by a Mack Parts and Service Center.

**TIME REQUIRED FOR THE REPAIR:**

The time required to inspect your vehicle is approximately 1 hour.

**WHAT YOU SHOULD DO:**

You should contact the nearest Mack Parts and Service Center and make an appointment. Mack dealers will inspect your truck free of charge and will repair the truck if required 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: 1-800-866-1177.

**IMPORTANT NOTE:** Mack Trucks will provide an inspection and replace the cap nut if required. This notice is to identify and address those vehicle that are at risk. Also, a witness mark will be added to allow easy inspection during pretrip inspection.

As an additional measure, Mack Trucks will send a second owner notification letter when sufficient stock of the cap nut is available. The second owner notification letter will ask that the owner, at their convenience, to bring their truck(s) in for repair. The repair will involve replacing the cap nut with a new cap nut.

**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.***