



**IMPORTANT SAFETY RECALL SC0412
NHTSA RECALL # 18V-810**

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 been informed by Bridgestone Americas Tire Operations, LLC (“BATO”) that certain wide base radial commercial truck tires may fail to conform to Federal Motor Vehicle Safety Standard No. 119. BATO has initiated a voluntary recall of these tires. These tires were sold beginning in June 2018.

You are receiving this notification as Mack Trucks has determined that vehicle(s) sold to you may contain one or more of these tires.

SAFETY DEFECT: The subject tires may not comply with the endurance test requirement as prescribed under Federal Motor Vehicle Safety Standard No. 119.

SAFETY RISK: In affected tires, there may be a risk of exposure of steel body cords in the sidewall to the environment, which could lead to deterioration of the cords in that area. If a rapid air loss occurs due to that condition while the vehicle is operating, there may be an increased risk of a crash.

PRECAUTIONS YOU CAN TAKE: You can present your vehicle to an authorized Bridgestone or Mack Trucks service center. Your vehicle(s) tires’s will be inspected and replaced if required.

TIME REQUIRED FOR THE REPAIR: The time required to inspect and/or repair your vehicle is approximately 2 hours.

WHAT YOU SHOULD DO: You should contact the nearest Bridgestone Americas Service Center or Mack Parts and Service Center and make an appointment. Your vehicle will be inspected and repaired, if required, free of charge.

To locate an authorized Bridgestone dealer near you, please call 1-855-389-3459, or visit our website: <https://commercial.bridgestone.com/en-us/index>

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, 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.

**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 provide our customers with the best possible product.

MACK TRUCKS, INC.