

Recall Alert

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

Region: U.S.
 CAN

Bulletin: SRA-M421
Date: December 20, 2019
Valid to: N/A
Action Required? Yes No

From: Gerard Hones, Regulatory Specialist Government Reporting
Subject: Safety Recall SC0421, TerraPro Headlamp Aim

Description of Defect:

On certain vehicles, the headlights may not be aimed correctly. Headlights that are not properly aimed could cause reduced visibility as well as glare for oncoming drivers and increase the risk of a crash.

Models/ Model Years Affected:

Mack: Certain 2019 & 2020 TerraPro (TE) model vehicles manufactured from October 29, 2018 through October 11, 2019.

Vehicle Quantities:

Mack: 2,112 (222 Canada, 1 Export, 10 Mexico, 1,879 USA)

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 will be posted on the Trucks Dealer Portal December 20, 2019.
- Owner notification letters will be released on or before February 6, 2020.

If you have questions or concerns about this recall, contact the Regulatory Affairs Department at vtna.regulatoryaffairs@volvo.com.