

Recall Alert

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

Region: U.S.
 CAN

Bulletin: SRA-M420
Date: December 20, 2019
Valid to: N/A
Action Required? Yes No

From: Gerard Hones, Regulatory Specialist Government Reporting
Subject: Safety Recall SC0420, Drag Link Castle Nut

Description of Defect:

The castle nuts and cotter pins used to connect the steering drag link to the pitman arm and steering arm may have not been correctly installed (i.e. castle nut may be under-torqued and cotter pin may not be installed). If undetected, the defect may result in separation of the drag link, which may result in loss of steering and a vehicle crash.

Models/ Model Years Affected:

Mack: Certain 2020 Anthem, Granite, and Pinnacle model vehicles manufactured from September 16, 2019 to October 10, 2019.

Vehicle Quantities:

Mack: 87 (6 Canada, 1 Mexico, and 80 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.