



**IMPORTANT SAFETY RECALL SC0464
NHTSA RECALL # 24V399**

This Notice applies to your vehicle, see enclosed "Notice of Vehicle Recall".

DEAR MACK TRUCK OWNER:

This notice is sent to you in accordance with 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 2024 Mack MD Electric model vehicles manufactured June 22, 2023 through December 12, 2023.

- SAFETY DEFECT:** On certain Mack Medium Duty electric vehicles built with the current Battery Management System software may experience a sudden loss of power during a perceived overcharged condition.
- SAFETY RISK:** The sudden loss of motive power and steering may result in an increased risk of crash.
- PRECAUTIONS YOU CAN TAKE:** Owners are advised not to drive their vehicles until the remedy has been completed. Dealers will update the BMS (Battery Management System) to manage regenerative braking and High State of Charge. Recall repairs will be performed at no cost to you.
- TIME REQUIRED FOR THE REPAIR:** The time required to repair your vehicle is approximately 1 hour.
- WHAT YOU SHOULD DO:** You should contact the nearest Mack Parts and Service Center and make an appointment. You can locate the closest Mack Parts and Service Center by going online 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 it to a Mack Parts and Service Center, please contact:

Mack Trucks, Inc.
North American Certification and Compliance
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.