

SAFETY RECALL

Mack Trucks Inc.
Greensboro, NC USA



| Date | Number | Release | Page |
|---------|---------------|-----------|-------------|
| 04.2024 | SC0459 | 01 | 1(3) |

Mack Incorrect Tag Axle GAWR Label GR

RECALL INFORMATION

(April 2024)

Mack Trucks has determined that on certain 2024 to 2025 model year Granite trucks with auxiliary axles and equipped with tires as specified by the customer have an incorrect weight value for the auxiliary axle. The auxiliary axle rating of the vehicle is lower than identified on the vehicle label. Improper value shown on the label could subject the vehicle to misuse, which could result in a crash.

Mack Trucks has not received warranty claims, field reports, or service reports because of this issue.

To ensure that these vehicles meet Mack's stringent quality requirements, follow the instructions outlined below to remove the old GVWR/GAWR label in the door Jamb and replace with a new label.

VEHICLES AFFECTED

Certain Mack Granite vehicles manufactured between March 23, 2023, through February 13, 2024.

VEHICLE QUANTITY

There are 23 vehicles affected by this recall. (23 US, 0 CAN)

Parts Information

Ordering Process:

When ordering a vehicle label, an E-service case must be started.

- Start an E-Service under the Parts Specifications Group.
- Reference the recall number in the description field of the E-Service.
- Parts Specification Group will recreate the label and FedEx it at no cost to the dealer.

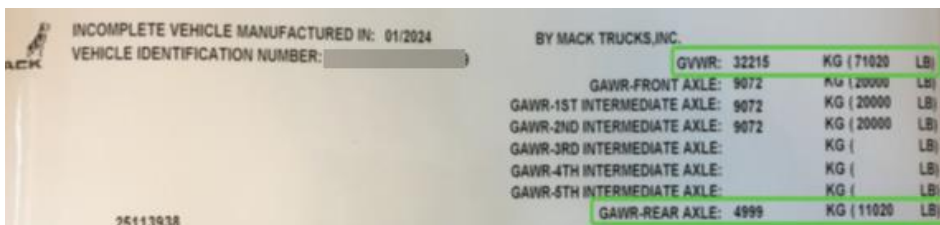
| Important Parts Note |
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| <ul style="list-style-type: none"> • Only one VIN is allowed per E-service case. • The dealer will not be invoiced for the new label. • The dealer will not need to complete the standard (Vehicle Certification Label Application) |

Repair Instructions

1. Secure Vehicle for Service.
2. Apply the parking brake.
3. Place the transmission in neutral or park.
4. Install the wheel chocks.
5. Open the driver’s door.
6. Use a plastic scraper and adhesive remover to remove the old GVWR/GAWR label.
7. Install the new GVWR/GAWR label in the door Jamb.

| Important Repair Instructions |
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| <p>Some Mack model trucks will receive six driver’s door jamb labels as a packet. Do not install all six labels. Only install the GVWR/GWAR label (shown below). The other unused labels MUST be destroyed.</p> |

8. Remove the wheel chocks.
9. Release the vehicle to the customer.



REIMBURSEMENT

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|--|-----------------------------|
| <p>This repair is covered by an authorized Safety Recall. Reimbursement is obtained through the normal claim handling process.</p> | |
| | UCHP Reimbursement |
| Claim Type (used only when uploading from the Dealer Business System) | 40 |
| Recall Status | |
| Vehicle repaired per instructions | 1-Modified per instructions |
| Labor Codes | |
| 1720-16-09-01 Campaign, General (0.1 x 3) | 0.3 |
| Causal Part | 25113938 |
| Authorization Number | C0355 |

Note: Dealers or the designated representatives are to perform Safety Recall on all subject vehicles at no charge to the vehicle owner regardless of mileage, age of vehicle or ownership (original purchaser or subsequent purchasers). Whenever vehicles that are subject to a Safety Recall are brought to your dealership for service, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is released to the owner.