



**IMPORTANT SAFETY RECALL SC0491
NHTSA RECALL #25V867 INTERIM**

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 2009-2015 Granite GU vehicles manufactured September 17, 2009 to July 31, 2015.

The purpose of this letter is to explain what the recall is about and to keep you informed of Mack's implementation plan. We are currently working to correct Mack parts catalog information to implement the Safety Recall remedy. We will send you another notification when the parts catalog information update is complete.

SAFETY DEFECT	Mack Granite (GU) vehicles that completed Mack recall SC0398 (15V804) may have had incorrect brake chambers installed during later repairs. The parts catalog information for vehicles affected by SC0398 was not updated to reflect the parts installed during the recall remedy, potentially leading to the installation of incorrect brake chambers in later service events.
SAFETY RISK	If a brake imbalance exists, the brakes may overheat and cause a tire blowout or fire, increasing the risk of a crash or injury.
WHAT SHOULD YOU DO IN THE INTERIM	We appreciate your patience while we work to correct parts catalog information for the recall.
PRECAUTIONS YOU CAN TAKE	<p>There are no precautions you can take other than to have your vehicle repaired by a Mack Service Center.</p> <p>A Mack Parts and Service Center will inspect and if required, replace any incorrectly sized brake chambers at no cost to you.</p> <p>Mack parts catalog information has been updated for all vehicles included in the recall.</p>
TIME REQUIRED FOR THE REPAIR	The time required to repair your vehicle is approximately 2 hours
WHAT YOU SHOULD DO	<p>When you receive notification the catalog update is complete, you should contact the nearest Mack Parts and Service Center and make an appointment.</p> <p>You can locate the closest Mack Parts and Service Center by going online to https://www.macktrucks.com and selecting "Find My Dealer" or by calling our toll-free number: (800) 866-1177.</p>

**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. To qualify, repairs must have been completed between December 15, 2024 and February 12, 2026.

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.