



IMPORTANT SAFETY RECALL SC0493
NHTSA RECALL #26V207

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 certain 2027 Anthem AN (4) and 2025-2027 Pioneer PR (4) vehicles manufactured October 24, 2024, through February 26, 2026 fail to conform to Federal Motor Vehicle Safety Standard No. 108 "Lamps, reflective devices, and associated equipment"

SAFETY DEFECT

Certain Anthem AN (4) and Mack Pioneer PR (4) models may be equipped with software that does not provide adequate current to support incandescent trailer turn signal indicators.

SAFETY RISK

If a trailer is operated with inoperative turn signal indicators, vehicles around the trailer would not be able to observe or anticipate when the trailer is turning or changing lanes, which could increase the risk of a crash.

PRECAUTIONS YOU CAN TAKE

Drivers can ensure trailer turn signal indicators are functioning correctly before operating their vehicle.

The remedy will be to install new software in affected vehicles via an over-the-air (OTA) update. OTA instructions are provided on page 3.

If there is no software update prompt on the display, please visit: <https://www.macktrucks.com/recalls/> to check the status of SC0493 on your vehicle.

TIME REQUIRED FOR THE REPAIR

The time required to repair your vehicle is approximately 0.4 hours

WHAT YOU SHOULD DO

Contact your local Mack Service Center if you prefer the dealership perform the software update or if SC0493 is incomplete. Repairs will be performed at no cost to you.

You can locate the closest Mack Parts and Service Center by visiting <http://www.macktrucks.com/> and selecting "Dealer & Service Locations," or by calling our toll-free number at 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. To qualify, repairs must have been completed between 4/1/2025 and 6/11/2026

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.

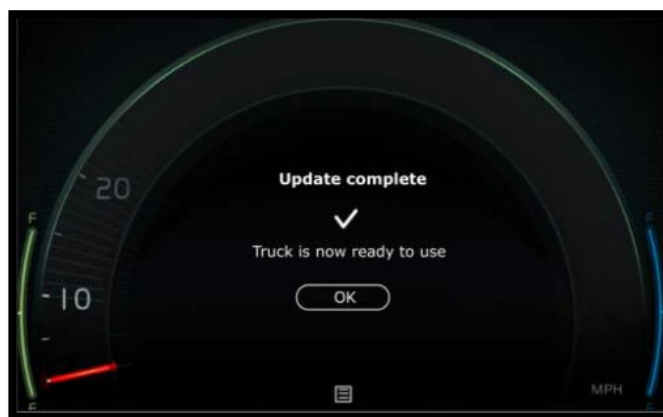
MACK TRUCKS, INC.

OTA Programming

1. Make sure the truck is outside, park on a level surface, key on engine off, battery sufficiently charged, and parking brake set.
2. Software available should appear in the instrument display.
3. Select to proceed.



4. Software will start updating.
5. Once the software is updated, select ok.



6. Return the truck back to service.

In the event where an update fails to complete, access the maintenance menu to reperform the update. Or, you can call an uptime agent to support with the download. The on-screen prompt will provide the agent's contact number to help with the operation.

If the screen remains black for 5 minutes or longer, please refer to the recovery information on the sun visor or call an agent for assistance