

MACK TRUCKS, INC.

**SAFETY RECALL ALERT**

**To:** Mack Dealer Principals  
Mack Warranty Managers  
Mack Service Managers  
Mack Parts Managers

**From:** Regulatory Affairs Department

**Bulletin:** SRA-M13-04  
**Date:** October 24, 2013  
**Replaces:** N/A  
**Action:** **YES**

**Subject:** Safety Recall, SC0372, Cross Steering Tube Clamp (Tie Rod)

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On certain 2014 Mack CXU and GU model vehicles manufactured from May 10, 2013 through June 12, 2013, the upper and lower steering shaft pinch bolt may have not been torqued to specification. As a result, the steering shaft may come loose. This can cause loss of steering control, which may lead to a vehicle crash.

There are approximately 712 (535 USA, 113 Canada and 64 export) vehicles affected.

**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.

**Procedures for addressing vehicles in your inventory are attached.**

**Release Schedule:**

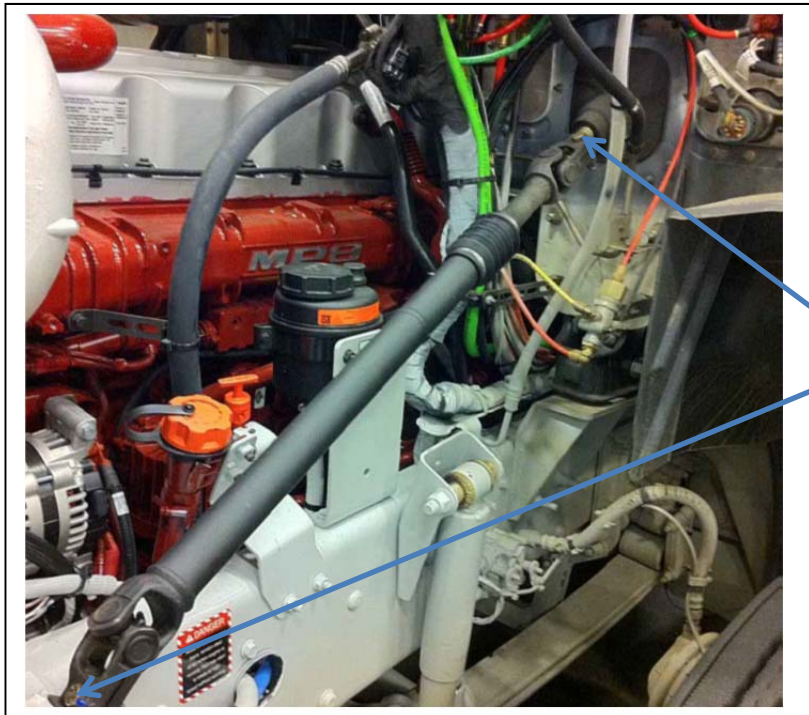
- Vehicle list is posted on the Trucks Dealer Portal
- Owner Notices are scheduled to be mailed on or before December 9, 2013
- Repair Instructions are tentatively scheduled for release no later than December 2, 2013

**Questions:**

Contact the Regulatory Affairs Department at [vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com) if you have questions.

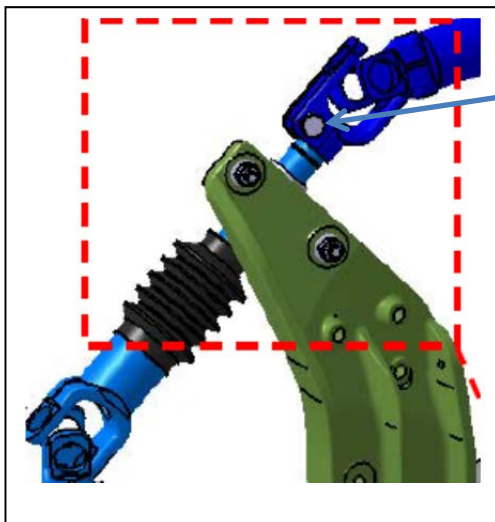
## Repair Instruction

1. The upper and lower pinch bolts must be replaced. Refer to the picture below.



Pinch Bolts

On certain models, there may be two shafts (see illustration). For this configuration, replace all three pinch bolts.



Possibility of 3<sup>rd</sup> Pinch Bolt on certain models; for this configuration, 3 pinch bolts must be replaced.

2. Replace pinch bolts and nuts. Torque to 95 Nm (70 ft-lbs).

Parts Required: Pinch Bolt (Part # 25106380); nut (Part # 25098472)