



Mack Chassis - SNM15-027 A/C Compressor Inspection Required For Warranty Repairs



> Internal Content

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MACK TRUCKS

Service News



To: U.S. and Canada Mack General Managers
U.S. and Canada Mack Service Managers
U.S. and Canada Mack Service Technicians
U.S. and Canada Mack Warranty Managers

From: Greg Holderfield – Director, Product Reliability

Subject: A/C Compressor Inspection Prior to Replacement

Bulletin: SNM15-027
Date: August 18, 2015
Valid to: Until Further Notice
Replaces: N/A
Action Required? **Yes**

Due to a significant number of A/C compressors returned under warranty and are found to have no fault, Mack Trucks has released a new Service Bulletin detailing a recommended on-vehicle inspection procedure. Prior to A/C compressor replacement, perform the procedure outlined in 8743-06-06-01 "A/C Compressor, Inspection" to confirm the compressor is defective. If a compressor is deemed defective and a warranty claim is filed, the claim must include language detailing the defect found through the inspection procedure as well as the serial number from the defective compressor. Failure to include both items leaves the claim subject to rejection. Reference Warranty Operations Manual 6.8.2 – Sanden Air Conditioning Compressor.