MACK TRUCKS
UPTIME

Recall Alert

To: U.S. and Canada Distributors
Dealer Principals
Service Managers
Warranty Managers
Parts Managers

Region: ☒U.S.
☒CAN

Bulletin: SRA-M416
Date: January 31, 2019
Valid to: N/A
Action Required? ☐Yes ☐No

From: Gerard Hones, Regulatory Specialist Government Reporting
Subject: Safety Recall SC0416, Down Side Mirror

Description of Defect:

On certain vehicles, the down-view mirror may detach from the passenger's door.

Models/ Model Years Affected:

Mack: Certain 2019 AN, CHU, CXU, GR, GU and PI model vehicles
2020 AN, GR, and PI model vehicles
Build date range: 1/15/2018 to 1/11/2019

Vehicle Quantities:

Mack: Approximately 5203 vehicles (3874 US, 758 Canada and 571 Export)

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.

Release Schedule:

- Vehicle list will be posted on the Trucks Dealer Portal January 31, 2019.
- Owner notification letters will be released on or before March 1, 2019.

If you have questions or concerns about this recall, contact the Regulatory Affairs Department at vtna.regulatoryaffairs@volvo.com.

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