



**IMPORTANT SAFETY RECALL SC0424
NHTSA RECALL # 21V-293**

DEAR MACK TRUCK OWNER:

This notice is sent to you in accordance with the requirements of 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 Mack 2019 & 2020 LR model vehicles manufactured from November 28, 2018 through January 31, 2019.

SAFETY DEFECT: The steering transfer case may have not received the required level of lubrication. As a result, there is potential for internal damage to the bearings that may lead to steering lock-up.

SAFETY RISK: If steering lock up occurs, the driver may lose control of the vehicle under certain conditions increasing the risk of crash.

PRECAUTIONS YOU CAN TAKE: Mack is asking that these vehicles not be operated until the steering transfer case is inspected. The cases will be inspected for certain date codes, which will require transfer case replacement if the suspect date code is found.

TIME REQUIRED FOR THE REPAIR: The time required for the inspection is approximately 1.5 hours. Replacing the transfer case will take approximately 3.6 hours.

WHAT YOU SHOULD DO: You should contact the nearest Mack Parts and Service Center and make an appointment if we have not already contacted you. Arrangements will be made to either have your vehicle towed to an authorized parts and service center or a technician will be sent to inspect your vehicle. The inspect/repair (if required)/and towing (if required) will be at **no charge** to you.

You can locate the closest Mack Parts and Service Center by going on line to <http://www.macktrucks.com/> and selecting “Dealer & Service Locations” or by calling our toll-free number: 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.
Regulatory Affairs Department,
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.

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.