



**IMPORTANT SAFETY RECALL SC0425
NHTSA RECALL # 21V-416**

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 2021/2022 AN, GR, and PI model vehicles manufactured from September 8, 2020 through May 13, 2021.

SAFETY DEFECT: Mack has determined that some proprietary hubcap wheel covers, lack the spring retention force required to retain the hubcap to the wheel.

SAFETY RISK: A separated hubcap can create a road hazard, increasing the risk of a crash.

PRECAUTIONS YOU CAN TAKE: If you choose to remove the hub cap covers yourself, please contact your Mack Parts and Service Center and submit the OWNER RECALL AUTHORIZATION AND RELEASE FORM (enclosed) to your dealer so that the recall completion will be documented.

TIME REQUIRED FOR THE REPAIR: The time required to repair your vehicle is approximately 0.4 hours.

WHAT YOU SHOULD DO: You should contact the nearest Mack Parts and Service Center and make an appointment. The hub cap covers will be removed at **no charge** to you.

You will be notified by mail when replacement covers are available. Parts are anticipated to be available by the end of 3rd Quarter or beginning of the 4th Quarter 2021.

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

**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.

OWNER RECALL AUTHORIZATION AND RELEASE FORM

Recall #: _____

Owner's Name: _____ Date: _____

Address: _____

City, State, Zip: _____

Vehicle Identification Number: _____

Vehicle Mileage: _____

This letter will document and confirm the agreement between you and/or your company ("Owner") and Mack Trucks, Inc. (Mack Trucks) regarding your company's performance of the attached Mack Trucks Recall # _____, including all inspections, diagnosis and repairs pertaining thereto ("Service").

Mack Trucks hereby authorizes Owner to perform the Service using its own mechanics and facilities. In consideration of this authority, Owner hereby releases and forever discharges both Mack Trucks and the Sponsoring Dealer, and their respective parent companies, divisions, affiliates, subsidiaries, directors, officers, and employees, from any and all liability (including reasonable attorney's fees) arising out of or otherwise pertaining to Owner's performance or failure to perform the Service. Owner further agrees to indemnify and hold both Mack Trucks and the Sponsoring Dealer, and their respective parent companies, divisions, affiliates, subsidiaries, directors, officers, and employees, harmless from and against any liability to or claim by any party (including reasonable attorney's fee incurred in defending such liability or claim) arising out of or otherwise pertaining to Owner's performance or failure to perform the Service.

It is understood and agreed that Owner shall purchase the necessary parts for performance of the Service from an authorized Mack Trucks dealer ("Sponsoring Dealer"). Upon receipt of a signed and dated letter from Owner specifying that the repair has been completed, Sponsoring Dealer will submit a warranty claim to Mack Trucks for the recall repair attaching a scanned copy of the signed and dated letter. When claim is paid Sponsoring Dealer will reimburse Owner for parts cost and labor at a rate not to exceed 75% of the Sponsoring Dealer's published labor rate and at the standard time allowance shown in the recall repair instruction.

Sponsoring Dealer _____

Mack Trucks, Inc.

Authorized Signature and Date

DSM Signature and Date

Owner

Mack Regulatory Affairs

Authorized Signature and Date

Authorized Signature and Date