



**IMPORTANT SAFETY RECALL SC0426
NHTSA RECALL # 21V-476**

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 2020/2021 GR model vehicles manufactured from November 3, 2019 through April 30, 2020 built with Watson & Chalin SL2065 20,000-pound rated capacity steerable auxiliary lift axle suspension systems..

SAFETY DEFECT: These suspensions may be equipped with lower rear pivot cap screws that are not long enough to sufficiently engage the locking feature of the corresponding nuts

SAFETY RISK: In some cases, this condition may cause a loss of clamp load of the corresponding pivot joint. Extended use of the suspension in this condition can result in the fracture or loss of the cap screw and related washers and nut. This can further result in foreign object debris on the roadway, increasing the risk of a crash and / or injury.

PRECAUTIONS YOU CAN TAKE: W&C recommends owners of any vehicles in this recall to inspect the lift axle suspension system using the criteria on page 2 of the attached bulletin. The inspection is to determine, once the fastener is properly tightened to the specified torque, whether the lower rear pivot cap screws meet minimum specified length requirements by measuring from the end of the cap screw to the top of the nut.

TIME REQUIRED FOR THE REPAIR: The time required to repair your vehicle is approximately 0.8 hours.

WHAT YOU SHOULD DO: You should contact the nearest Mack Parts and Service Center and make an appointment. The lift axle will be inspected and repaired if needed 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.

**IF YOU NO LONGER
OWN VEHICLE:**

The enclosed "Notice of Vehicle Recall" identifies your vehicle. If you no longer own the vehicle, please help us update our records by contacting our warranty help desk at Help.warranty@volvo.com.

**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.