

Warranty News

To: Dealer Principals
Service Managers
Warranty Administrators

Region: U.S.
 CAN

Bulletin: 2021-05
Date: October 8, 2021
Action Required? Yes No

From: Kev Yacoubian, Director Warranty
Subject: Safety Recall SC429, MD Brake Pedal Cotter Pin

Thank you for your prioritized actions which have already addressed 60% of the recall population. Please review the following pointers intended to support you in our continued, joint efforts to reach 100% completion:

- *****NEW***** The Uptime Dashboard now includes the current list of vehicles associated with your dealership that are awaiting completion of this recall.
 - “Safety Recall SC429” tab includes remaining VIN’s with “In-Service” status, customer name, and address of last known location.
 - The list can be easily downloaded into Excel by right-clicking on the dashboard report.
 - Completed vehicles will be removed from the list every Tuesday and Thursday.
- Recalled vehicles must remain parked until they are inspected and either cleared or repaired.
- Vehicles must have this recall completed before they can be registered “In-Service.” Reference Warranty Operations Manual (WOM) 4.3.9.2.
- Compensation for the costs of performing this recall includes:
 - Inspection and Repair – Reference Safety Recall Service Instructions.
 - Road Service – Travel time at dealer’s labor rate and service vehicle mileage.
 - File under “Other Costs” on the Campaign claim.
 - Towing – Towing cost and sublet fee to nearest authorized repair facility.
 - File under “Other Costs” on the Campaign claim.
- Claims must be submitted within 2 days of inspection/repair completion. Reference WOM 4.3.9.2.
- The “Owner Recall Authorization and Release Form” is posted in WOM 4.3.9.2 for any customers who prefer to inspect/repair the truck themselves.

Please share any questions or recommendations via the Warranty Inquiry form [here](#).

Thank you for your continued action and dedication to Customer Uptime!