Note: Vehicle-specific information such as the VIN # has been removed by DOT SEF to create a generic document. - SD

MACK

IMPORTANT SAFETY RECALL SC0379
NHTSA RECALL # 14V-208

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 CHU, CXU, MRU, CT, CV, GU, LEU and TD model vehicles manufactured from February 28, 2006 through November 8, 2013 with a Hamsar Electronic Flasher (Part Number 40-13247M0463).

SAFETY DEFECT:	The flasher may prematurely fail.
SAFETY RISK:	If this occurs, the hazard warning lights may not function and therefore may not alert other drivers, which may increase the risk of personal injury or a vehicle crash.
PRECAUTIONS YOU CAN TAKE:	There are no precautions you can take other than having your vehicle repaired by a Mack Parts and Service Center.
TIME REQUIRED FOR THE REPAIR:	The time required to repair your vehicle is approximately one hour.
WHAT YOU SHOULD DO:	You should contact the nearest Mack Parts and Service Center and make an appointment. Your vehicle will be repaired 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.

General Plan for Reimbursement of Pre-Notification Remedies

When a Mack vehicle is affected by a safety recall campaign and the owner "claimant" had the problem corrected at their own expense prior to receiving notification of the recall, Mack Trucks will reimburse the claimant by check for the reasonable amount paid for repairs (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the defect as stated in the safety recall notification. ***To qualify, repairs must have been completed no earlier than one year prior to the release of the recall (notification to the government) and no later than 10 days after the last mailing of the initial customer notification letter pertaining to the recall.*** The following information is required for your claim to be processed. Please print legibly.

Date: _____ **Recall #:** _____ **17 digit VIN:** _____

Owner's Name: _____ **own lease (circle one)**

Address: _____ **Date of Repair:** _____

City, State, Zip: _____ **Amount requested:** _____

Phone #: _____ **email:** _____

All claims MUST be accompanied by accurate and complete documentation (The invoice/receipt must provide the VIN, date of repairs, total amount paid and include a breakdown of the parts, labor, and other costs. Costs associated with the recall repair must be highlighted or circled on the invoice.

I CERTIFY THAT I PAID FOR REPAIRS THAT CORRECTED THE SAFETY DEFECT AS STATED IN THE RECALL LETTER PRIOR TO BEING NOTIFIED, HAVE PROVIDED CLEAR DOCUMENTATION OF THESE REPAIRS AND THAT ALL INFORMATION PROVIDED IS COMPLETE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

Claimant **Witnessed by (required)**

_____ _____

Authorized Signature and Date Notary Signature and Date Affix Notary Stamp

Contact Information

Submit copies of all documentation supporting your claim to:

Mack Trucks, Inc.
Attn: Regulatory Affairs Group
P.O. Box 26115
Greensboro, NC 27402-6115

Allow 60 days for processing. Mack is not responsible for claims submitted to the wrong address.

Mack Trucks will consider all claims, but may deny all or part of the claim for any of the following reasons:

- Fraudulent claim or vehicle not part of recall
- Incomplete application or support documentation
- The repair did not address the safety defect or non-compliance that led to the recall or the repair was not of the same type (repair, replacement) as the recall remedy
- ***This process is NOT intended to handle accident or property damage claims. Claims of that nature MUST be directed to the Mack Legal department at; Mack Trucks, Inc., Legal Department, P.O. Box 26115, Greensboro, NC 27402-6115***

MACK TRUCKS, INC.

THIS NOTICE APPLIES TO YOUR VEHICLE

MODEL	VEHICLE IDENTIFICATION NUMBER	BR./ DIST. CODE	RECALL NUMBER
MRU613	VIN info removed	P724	SC 0379

CONST MACHINERY IND ANCHORAGE AK

VEHICLE DISPOSITION RECORD - CHECK ONE

- ☐ VEHICLE TRANSFERRED TO OTHER DEALER
- ☐ VEHICLE EXPORTED OUT OF COUNTRY
- ☐ VEHICLE STOLEN _____ DATE
- ☐ REFUSE TO PARTICIPATE
- ☐ VEHICLE SCRAPPED _____ DATE

☐ SOLD - OWNER NAME AND ADDRESS BELOW

NAME _____

STREET _____

CITY _____

STATE _____ ZIP CODE _____

EFFECTIVE DATE SIGNATURE VR202

This postage-free reply card is to be usec to report a change in vehicle ownership o any other change in vehicle disposition. I such a change has occurred, please help us update our records by completing the left-hand portion of this form and drop i in the mail. Postage will be paid by Macl Trucks, Inc.

0379

STATE OF ALASKA
2200 E 42ND AVE
ANCHORAGE AK 99508

1ST NOTICE

Please remove this stub at the perforation before mailing.

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO 83 PALATINE, IL

POSTAGE WILL BE PAID BY ADDRESSEE

MACK TRUCKS, INC.
PO BOX 929
PALATINE IL 60078-9928

Please remove this stub at the perforation before mailing.