

SAFETY RECALL ALERT



To: Mack Dealer Principals
Mack Warranty Managers
Mack Service Managers
Mack Parts Managers

Bulletin: SRA-M12-04
Date: July 2, 2012
Replaces: N/A
Action Required? **YES**

From: Regulatory Affairs Department

Subject: Safety Recall, SC0364, Windshield Wiper Linkage Hardware

On certain 2012 CHU, CXU, and GU model vehicles manufactured from October 10, 2011 through November 17, 2011, the hardware used to attach the windshield wiper linkage to the wiper motor was not according to specification and therefore was subject to rust and corrosion before assembly. This contamination may have prevented the bolt/nut from being tightened to the required torque specification. As a result, the bolt/nut may prematurely loosen to a point where the linkage detaches from the wiper motor, which can cause the windshield wipers to not function.

There are approximately 1,397 (1,174 USA, 66 Canada, and 157 Export) vehicles affected.

Dealer's Responsibility:

The National Traffic and Motor Vehicle Safety Act and Canadian Motor Vehicle Safety Act requires dealers to ensure that all new and used vehicles are free of safety defects and comply with all relevant safety standards at the time of delivery to the consumer.

Dealers should make their personnel aware of the safety recall. In the event that a dealer has a vehicle included in the safety recall in their inventory to be sold, the condition must be corrected before releasing it to a customer.

Release Schedule:

- Vehicle list is posted on the Trucks Dealer Portal
- Owner Notices are scheduled to be mailed on or before August 6, 2012
- Repair Instructions are tentatively scheduled for release no later than July 31, 2012

Questions:

Contact the Regulatory Affairs Department at vtna.regulatoryaffairs@volvo.com if you have questions.