



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

July 10, 2012

MR. TIM L. LAFON  
DIRECTOR, REGULATORY AFFAIRS  
MACK TRUCKS NORTH AMERICA  
7900 NATIONAL SERVICE ROAD  
GREENSBORO, NC 27409

NVS-215et  
12V-308

**SUBJECT: WINDSHIELD WIPER LINKAGE HARDWARE**

**DEAR MR. LAFON:**

This letter serves to acknowledge Mack Truck's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MACK/CHU/2012

MACK/CXU/2012

MACK/GU/2012

**NHTSA Campaign Number:** 12V-308

**Mfg's Report Date:** June 29, 2012

**Components:** VISIBILITY: WINDSHIELD WIPER/WASHER: LINKAGES

**Potential Number of Units Affected:** 1,174

**Summary:**

MACK IS RECALLING CERTAIN MODEL YEAR 2012 CHU, CXU, AND GU VEHICLES, MANUFACTURED FROM OCTOBER 10, 2011, THROUGH NOVEMBER 17, 2011. HARDWARE USED TO SECURE THE WINDSHIELD WIPER LINKAGE TO THE WIPER MOTOR MAY NOT BE SUFFICIENTLY TORQUED, AND MAY CAUSE THE WINDSHIELD WIPER LINKAGE TO DETACH FROM THE WIPER MOTOR. AS A RESULT, THE WINDSHIELD WIPERS WILL NOT FUNCTION.

**Consequence:**

IF THIS OCCURS, UNDER CERTAIN DRIVING CONDITIONS THE DRIVER'S VISIBILITY WILL BE REDUCED, INCREASING THE RISK OF A CRASH.

**Remedy:**

MACK WILL NOTIFY OWNERS, AND REPLACE THE HARDWARE ON AFFECTED VEHICLES, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR BEFORE AUGUST 6, 2012. OWNERS MAY CONTACT MACK TRUCKS AT 1-800-866-1177.

**Notes:**

MACK'S RECALL NUMBER IS SC0364. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please provide the following additional information:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Edison Thompson who may be reached by phone at 1-202-366-9525, or by email at Edison.Thompson@dot.gov, or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,



*For*

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement