

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***