

MACK TRUCKS, INC.

# SAFETY RECALL ALERT



**To:** Mack Dealer Principals  
Mack Warranty Managers  
Mack Service Managers  
Mack Parts Managers  
**From:** Regulatory Affairs Department

**Bulletin:** SRA-M13-02b  
**Date:** August 1, 2013  
**Replaces:** N/A  
**Action:** **YES**

**Subject:** Safety Recall, SC0370, Brake Slack Adjuster Cotter Pin **UPDATE**

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## Safety Recall **UPDATE:**

The attached letter has been sent to all Mack customers with vehicles affected by this recall.

Customers have the option of inspecting their own vehicles and “opting out” of bringing the vehicle into the dealership. This is being done due to the simplicity of the inspection and to minimize inconvenience to our customers whose vehicles do not have the issue.

If a customer brings the letter to your shop and asked you to perform the inspection, you can request to have the authorization loaded in eWarranty by submitting the VIN with explanation to [vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com).

After 1 month all customers who have not sent in response cards will have the recall loaded to their vehicles in eWarranty as normally occurs and will receive a second letter.

## Questions:

Contact the Regulatory Affairs Department at [vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com) if you have questions.