



MACK TRUCKS, INC.
WORLD HEADQUARTERS
2100 MACK BOULEVARD
P.O. BOX M
ALLENTOWN, PA 18105-5000
PHONE: 610.709.3011

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 determined that a defect which relates to motor vehicle safety exists in the TRW Type 20 EDL ball sockets, used in front steer axle manufactured by Arvin Meritor (FF981, FF981, FG941, FG943), Dana/Spicer (E12001), or MACK (FAWL12), and installed on class 8, CH, CL, CX, RD model vehicles. The recall includes chassis built between July 1, 1999 and December 10, 1999.

SAFETY DEFECT: The tie rod end ball socket assemblies were not manufactured to the proper case depth and/or hardness.

POTENTIAL RISK: This defect can cause premature wear to the point where the ball stud can separate from the socket assembly. If a tie rod end separates, under normal driving conditions, without warning, you could lose steering control and your vehicle could be involved in an accident which could result in property damage or personal injury.

REPAIR: A Mack truck dealer will inspect your vehicle for suspect date codes, at no charge to you, regardless of your vehicle's age or mileage. If the chassis has a suspect date code, both sockets will be replaced at no charge to you.

TIME REQUIRED FOR THE REPAIR: The inspection should take approximately 0.3 hour and in most cases the ball socket replacement can be made in 1.0 hour.

WHAT YOU SHOULD DO: To prevent an in-service failure, we urge you to call the nearest Mack Parts and Service Center and make an appointment to have your tie rod end ball sockets inspected, and if necessary repaired, at no charge (free). All Mack Parts and Service Centers have been sent a bulletin covering all the details required to perform the campaign.

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 truck, please help us update our records. Complete the "Vehicle Disposition Record" portion of the enclosed postage-free Notice of Mandatory Safety Campaign card and mail it to us.

ASSISTANCE:

If you experience any difficulty in obtaining the corrective service, you should contact the Mack Regional Service Office in your area (listed under "Regional Offices" in the Mack Sales, Parts & Service Center Directory) for assistance. The Regional Office will take the necessary action to ensure prompt correction of your vehicle.

If Mack Trucks, Inc. has not fixed your truck free within a reasonable time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at (888) 327-4238.

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.
WARRANTY DEPARTMENT**