



MACK TRUCKS, INC.
PO BOX 26115
GREENSBORO, NC 27402-6115

**IMPORTANT SAFETY RECALL SC0401
NHTSA RECALL # 16V-156**

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 decided that a defect, which relates to motor vehicle safety, exists in certain 2016 and 2017 Mack Titan model trucks manufactured from February 25, 2015 through February 12, 2016 with a 2 piece steering shaft.

IMPORTANT NOTES:

- **Mack Trucks strongly recommends that you place your vehicle out of service as soon as possible as this defect can result in complete loss of steering**

SAFETY DEFECT:

The bolt connecting the upper steering shaft to the lower steering shaft at the junction block may not properly secure the upper steering shaft.

As a result, the steering shafts may separate without warning with complete loss of steering.

SAFETY RISK:

Separation of the two shafts results in **complete loss of steering** which may result in a vehicle crash.

**PRECAUTIONS YOU
CAN TAKE.WHAT YOU
SHOULD DO:**

Mack Trucks strongly recommends that you place your vehicle out of service as soon as possible as this defect can result in complete loss of steering.

A customer support line has been established and a customer service representative is available to answer your questions and to arrange towing if needed. The phone number for the customer support line is (877-800-4945 opt #1).

**REPAIR
INFORMATION:**

We are exploring every option to limit customer downtime. Our intention is to ultimately replace all two piece steering shafts with a one piece steering shaft. Until then, we have developed an interim solution. Mack Trucks has provided instructions to our service centers and dealers. Parts are available.

You can locate the closest Mack Parts and Service Center by going on line to <http://www.macktrucks.com/> and selecting "Dealer & Service Locations" or by calling our customer support line, 877-800-4945 opt #1

**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.

**ASSISTANCE/
COMPLAINTS:**

If your vehicle has not been repaired within a reasonable time after delivering it to a Mack Parts and Service Center, please contact:

Mack Trucks, Inc.
Regulatory Affairs Department,
P.O. Box 26115
Greensboro, NC 27402-6115
vtna.regulatoryaffairs@volvo.com

You may also submit complaints to the Administrator of the National Highway Traffic Safety Administration (1200 New Jersey Avenue, S.E., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov> if you believe that Mack has failed to remedy the defect without charge, or has failed to remedy the vehicle within 60 days of the owners first tender to obtain repair following the earliest time that parts are available.

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Mack's commitment to ensure the safety of our customers, their drivers, and the public.

MACK TRUCKS, INC.

Picture to be able to identify a two-piece shaft design

Open the hood and look at the steering shaft. The shaft is a two-piece design if it has the junction block in the picture.

