

Part 573 Safety Recall Report**14V-737****Manufacturer Name :** Mack Trucks, Inc.**Submission Date :** NOV 18,2014**NHTSA Recall No. :** 14V-737**Manufacturer Recall No. :** SC0385**Manufacturer Information :**

Manufacturer Name : Mack Trucks, Inc.
 Address : 2100 Mack Boulevard
 PO Box M Allentown PA 18105-5000
 Company phone : 610-709-2131

Population :

Number of potentially involved : 3,266
 Estimated percentage with defect : 2

Vehicle Information :

Vehicle : 2015-2015 Mack CHU and CXU
 Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
 Body Style : OTHER
 Power Train : DIESEL
 Descriptive Information : Certain Mack 2015 CHU and CXU model vehicles manufactured from March 31, 2014 through June 26, 2014.

The selection of vehicles was based on manufacturing date and vehicle model

Production Dates : MAR 31, 2014 - JUN 26, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs**Description of Defect :**

Description of the Defect : The collars that prevent the ball sockets from backing out of the tie rod may have been incorrectly positioned.

Description of the Safety Risk : If the ball socket comes loose, complete loss of steering or loss of steering at one wheel end can occur, which may result in a vehicle crash.

Mack Trucks has received no reports of vehicle crashes as a result of this condition. Therefore, Mack Trucks considers this as a proactive measure to protect the public and Mack Trucks' customers from risk of a vehicle crash.

Description of the Cause : Manufacturing defect

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : United States

Chronology :

6/26/14 Misaligned tie rod collar found during audit by Mack Trucks' manufacturing facility.
Information reported to Regulatory Affairs Department for investigation

8/7/14 Regulatory Affairs department informs NHTSA of the investigation and that additional investigation is proceeding

9/26/14 Regulatory Affairs department provides update to NHTSA

11/10/14 Product Safety Committee determines that a safety-related defect exists

11/17/14 Mack Trucks informs NHTSA of its decision to issue a voluntary safety recall

Mack Trucks has received no warranty claims, customer complaints, or field reports

Description of Remedy :

Description of Remedy Program : The recall repair will involve inspection and re-positioning the collar if required.

Reimbursement for cost incurred by the owner for "prenotification remedies" will be addressed on a case-by-case basis according to the "General Plan for Reimbursement of Pre-notification Remedies" which was published October 28, 2013.

How Remedy Component Differs from Recalled Component : The collar's position will be reviewed and addressed if needed

Identify How/When Recall Condition was Corrected in Production : Containment action was taken when the potential issue was identified. This occurred on June 26, 2014

Recall Schedule :

Description of Recall Schedule : A Safety Recall Alert will be released on November 24, 2014 informing dealers of the recall.

Mack Trucks will release the recall on or before December 15. A copy of the owner letter will be provided for NHTSA's review and approval in advance of release.

Planned Dealer Notification Date : NOV 24, 2014 - NOV 24, 2014

Planned Owner Notification Date : DEC 15, 2014 - DEC 15, 2014

* NR - Not Reported