

Part 573 Safety Recall Report**14V-737****Manufacturer Name :** Mack Trucks, Inc.**Submission Date :** NOV 17,2014**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

Certain Mack 2015 CHU and CXU model vehicles manufactured from March 31, 2014 through August 1, 2014.

Descriptive Information :

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