



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 20, 2017

Mr. Tim Lafon
Vice President Regulatory Affairs
Mack Trucks, Inc.
7900 National Service Rd
Greensboro, NC 27357

NEF-150KS
17V-535

Subject: Tie Rod may Loosen

Dear Mr. Lafon:

This letter serves to acknowledge Mack Trucks, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MACK/PINNACLE (CHU)/2016
MACK/PINNACLE (CXU)/2016

Mfr's Report Date: August 31, 2017

NHTSA Campaign Number: 17V-535

Components:

STEERING
STEERING:LINKAGES:TIE ROD ASSEMBLY

Potential Number of Units Affected: 439

Problem Description:

Mack Trucks, Inc. (Mack) is recalling certain 2016 Pinnacle CHU and CXU diesel trucks equipped with certain Dana steer axles. The castellated nut and cotter pin on the steer axles may not have been properly torqued, allowing the tie rod to loosen within the steer axle.

Consequence:

If the tie rod loosens, it may disconnect from the steering knuckle, causing a complete loss of steering, increasing the risk of a crash.

Remedy:

Mack will notify owners, and dealers will inspect the torque of the castellated nut and tie rod, tightening it as necessary. If the tie rod stud and knuckle on units cannot be sufficiently torqued, the dealer will replace the knuckle and tie rod end assembly, free of charge. The recall is expected to begin October 16, 2017. Owners may contact Mack customer service at 1-800-866-1177. Mack's number for this recall is SC0408.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Mack's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement