

# Part 573 Safety Recall Report

# 18V-778

**Manufacturer Name :** Mack Trucks, Inc.

**Submission Date :** NOV 01, 2018

**NHTSA Recall No. :** 18V-778

**Manufacturer Recall No. :** SC0413



## 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 :** 169

**Estimated percentage with defect :** 20 %

## Vehicle Information :

**Vehicle 1 :** 2019-2019 Mack Anthem (AN), Granite (GR), and Pinnacle (PI)

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** OTHER

**Power Train :** DIESEL

**Descriptive Information :** Certain 2019 Anthem, Granite, Pinnacle model vehicles manufactured from January 19, 2018 through September 12, 2018. Vehicles were selected based on manufacturing torque records.

**Production Dates :** JAN 19, 2018 - SEP 12, 2018

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** A pinch bolt connecting the upper steering shaft with a universal joint may have not been tightened during assembly of the vehicle. The connection has a secondary measure (bolt shaft engagement in a groove in the steering shaft) to reduce the chance of separation. However, there is a potential risk that the bolt can come out and result in complete loss of steering increasing the risk of a vehicle crash.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** The bolt may come out and result in complete loss of steering increasing the risk of a vehicle crash.

Mack Trucks has received no reports of loss of steering as a result of this condition. Therefore, Mack considers this as a proactive measure to protect the public and Mack's customers from the potential risk associated with this defect.

**Description of the Cause :** Manufacturing defect

Identification of Any Warning NR  
that can Occur :

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

Sept. 12, 2018 Mack receives a report of a loose steering shaft pinch bolt (nut was hand tight) that was found during a pre-delivery inspection.

September 12, 2018 Review of production vehicles initiated. Investigation opened

September 17, 2018 Product Safety Working Group (PSWG) reviews results of productions reviews

September 25, 2018 Field sampling activities initiated

October 10, 2018 Additional vehicles with loose pinch bolt nut found during field sampling.

October 15, 2018 PSWG meets and decides to raise investigation to Product Safety Committee

October 23, 2018 Product Safety Committee determines that a safety-related defect exists

October 30, 2018 Mack submits a 573 defect report to NHTSA and informs that a voluntary recall will be released to address suspect vehicles.

**Description of Remedy :**

**Description of Remedy Program :** An inspection of the pinch bolt on the upper steering shaft will be provided. If a loose pinch bolt is found, it will be removed and the steering shaft splines inspected for abnormal wear. If no abnormal wear is detected, the pinch bolt will be replaced with a new one and torqued to the correct spec. If abnormal wear is found, the steering shaft will be replaced. Pre-remedy repairs will be reviewed and addressed according to Mack's general reimbursement plan on file with NHTSA.

**How Remedy Component Differs from Recalled Component :** The bolt is tightened to specification.

**Identify How/When Recall Condition was Corrected in Production :** Containment actions were taken on September 12, 2018 when the report was first received.

**Recall Schedule :**

**Description of Recall Schedule :** Dealer notification letters will be released on November 5, 2018 to inform dealers of the recall, release schedule, and responsibilities. Owner notification letters will be mailed by December 21, 2018.

**Planned Dealer Notification Date :** NOV 05, 2018 - NOV 05, 2018

**Planned Owner Notification Date :** DEC 21, 2018 - DEC 21, 2018

\* NR - Not Reported