

Part 573 Safety Recall Report

19V-054

Manufacturer Name : Mack Trucks, Inc.

Submission Date : JAN 24, 2019

NHTSA Recall No. : 19V-054

Manufacturer Recall No. : SC0416



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 : 3,906

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2020 Mack Anthem, Granite, Pinnacle

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Certain 2019 and 2020 Anthem, Granite and Pinnacle model vehicles manufactured from January 15, 2018 through January 11, 2019 with a passenger side door down view mirror.

The vehicles were identified by using the down view mirror part number and the vehicle build date.

The part number of the down view mirror is 82717494.

Production Dates : JAN 15, 2018 - JAN 11, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The down view mirror may detach from the door.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the mirror detaches from the door, the mirror may strike another vehicle or pedestrian increasing the risk of personal injury or a vehicle crash.

Mack has received no reports of personal injury or a vehicle crash 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 : Design change to the passenger door
Identification of Any Warning NR
that can Occur :

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

November 16, 2018 Mack District Service Manager receives report of mirror detaching from the door.

November 16, 2018 Potential issue reported to Mack Product Safety Working Group (PSWG). Investigation opened.

December 11, 2018 Available information reviewed by PSWG

January 14, 2019 Decision material prepared and elevated to Mack Product Safety Committee (PSC) for further consideration.

January 16, 2019 PSC meets and determines that a safety related defect exists.

January 24, 2019 Mack submits a safety-related defect report to NHTSA and advises that Mack will conduct a voluntary safety recall to address the issue.

Description of Remedy :

Description of Remedy Program : The vehicles will be repaired by adding additional fasteners and potentially a reinforcement plate. Repairs made prior to the recall will be addressed according to Mack's pre-notification reimbursements policy on file with NHTSA.

How Remedy Component Differs The attachment is more robust.

from Recalled Component :

Down view mirror, a mirror mounted on the top of the passenger door that points downward (this is an option), part number 82717494

Identify How/When Recall Condition was Corrected in Production :

On January 11, 2019, Mack Trucks administered containment action to remove the mirror from vehicles in our control.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified by February 5, 2019. Owners will be notified on or before March 1, 2019

Planned Dealer Notification Date : FEB 05, 2019 - FEB 05, 2019

Planned Owner Notification Date : MAR 01, 2019 - MAR 01, 2019

* NR - Not Reported