

# Part 573 Safety Recall Report

# 19V-895

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

**Submission Date :** DEC 16, 2019

**NHTSA Recall No. :** 19V-895

**Manufacturer Recall No. :** SC0421



## 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 :** 1,879

**Estimated percentage with defect :** 70 %

## Vehicle Information :

**Vehicle 1 :** 2019-2020 Mack TerraPro (TE)

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

**Body Style :** OTHER

**Power Train :** DIESEL

**Descriptive Information :** Certain 2019 and 2020 TerraPro model vehicles manufactured from October 29, 2018 to October 7, 2019. Vehicles were selected based on the manufacturing date.

**Production Dates :** OCT 29, 2018 - OCT 07, 2019

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** The headlamps may not be properly aimed according to the requirements in Federal Motor Vehicle Safety Standard 108, Lamps, Reflective Devices, and Associated Equipment.

**FMVSS 1 :** 108 - Lamps, reflective devices, and assoc. Equipment

**FMVSS 2 :** NR

**Description of the Safety Risk :** Mack Trucks believes the risk to motor vehicle safety is low. However under certain circumstances, the issue may contribute to a vehicle crash.

There are no reports of vehicle crash related to this issue. 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. Required aiming not performed.

**Identification of Any Warning that can Occur :** NR

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

Sept. 11, 2019 Potential issue identified at Mack's manufacturing facility

Sept. 26, 2019 Concern reported to Mack Regulatory Affairs department. Investigation opened

Oct. 8, 2019 Direction given to manually check all TerraPro model trucks for headlight aim.

Oct. 29, 2019 Update on investigation provided to Regulatory Affairs department.

Nov. 25, 2019 Investigation complete. Review by Regulatory Affairs

Dec. 2, 2019 Decision made to raise to the Product Safety Committee

Dec. 9, 2019 Product Safety Committee meets and determines that a safety-related defect exists and decides to perform a safety recall.

Dec. 16, 2019 Mack submits a safety-related defect report to NHTSA.

There are no warranty claims, customer complaints, field reports, property damage claims, injuries or deaths associated with this issue

**Description of Remedy :**

Description of Remedy Program : The vehicles will be addressed by checking the aim of the headlamps. Adjustment will be applied as needed. Pre-notification repairs will be addressed according to Mack's General Reimbursement Plan for Pre-notification Remedies on file with NHTSA.

How Remedy Component Differs from Recalled Component : The recall is associated with a manufacturing defect. The component involved is sealed beam headlamps.

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected in production on October 8, 2019 when 100 percent inspection was added at Mack's manufacturing facility.

**Recall Schedule :**

Description of Recall Schedule : Dealer notification will occur by December 10, 2019. Owner notification letters will be mailed by February 6, 2020.

Planned Dealer Notification Date : DEC 20, 2019 - DEC 20, 2019

Planned Owner Notification Date : FEB 06, 2020 - FEB 06, 2020

\* NR - Not Reported