

# Part 573 Safety Recall Report

# 21V-416

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

**Submission Date :** JUL 12, 2021

**NHTSA Recall No. :** 21V-416

**Manufacturer Recall No. :** SC 0425



## 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 :** 307

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2021-2022 Mack Anthem/Granite/Pinnacle

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

**Body Style :** OTHER

**Power Train :** DIESEL

**Descriptive Information :** Population of vehicles shipped with proprietary hub covers.

**Production Dates :** SEP 08, 2020 - MAY 13, 2021

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** Hubcap compression spring insufficient retention force between hub cap and lug nuts.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Hubcap may come off while truck is being driven which results in a risk of injury to pedestrians as well as other drivers.

**Description of the Cause :** Pull off force insufficient for application

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

## Involved Components :

Component Name 1 : Hub Cap, Kit

Component Description : Decorative wheel hub covers

Component Part Number : 23768770, 23768767, 23768768, 23768771, 23768775, 23768773, 23768776, 23768774

## Supplier Identification :

### Component Manufacturer

Name : American Chrome

Address : 518 W Crossroads Pkwy  
Bolingbrook Illinois 60440

Country : United States

## Chronology :

April 22 2021, Reliability Engineering receives a report on wheel hub covers coming off vehicle. April 22 2021 PSWG Investigation Opened, May 13 2021, Hub covers are no longer shipped from our factory with our vehicles (Containment activity). May 17 2021 Product Safety Working Group Reviews findings of investigation and field reports, decision made to raise to Product Safety Committee. May 27 2021 Product Safety Committee determines a safety related defect. June 2 2021 Mack notifies NHTSA that a voluntary recall will performed to address this issue. We have no warranty claims associated with this issue.

## Description of Remedy :

Description of Remedy Program : Recall actions will be to have customers bring vehicles to dealers/ authorized service centers and have the hub cover removed. The removal of the hub covers is the remedy as it removes the safety hazard. When an appropriate solution is available, those customers will then be notified under a separate campaign (service program) will be used to address the hub cover replacement.

Pre-notification remedies will be addressed under existing processes on file with NHTSA.

How Remedy Component Differs from Recalled Component : Re-design of hub covers to ensure proper retention force, new part numbers have not been released yet.

**Identify How/When Recall Condition was Corrected in Production :** May 13 2021 vehicles were no longer being shipped from our manufacturing facilities with these hub covers and parts in our after market were restricted from use. Dealer Service news published to inform dealers to no longer install any hub covers.

**Recall Schedule :**

**Description of Recall Schedule :** NR  
**Planned Dealer Notification Date :** JUN 19, 2021 - JUN 19, 2021  
**Planned Owner Notification Date :** JUL 23, 2021 - JUL 23, 2021

\* NR - Not Reported