

Part 573 Safety Recall Report

21V-574

Manufacturer Name : Mack Trucks, Inc.

Submission Date : AUG 20, 2021

NHTSA Recall No. : 21V-574

Manufacturer Recall No. : SC0428



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 : 60

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2022 Mack MD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on information from our Quality group based at our manufacturing facility.

The percentage of vehicles with loss bolts is unknown. Therefore, we used the most conservative number or 100%.

The product being recalled is different from the perspective the front suspension bolts may not be tightened to specification. The recall population of sixty represents the total population of vehicles that may have loose front suspension bolts. The model and model years affected include certain 2022 model year Medium Duty (MD) trucks. These vehicles were produced during the period of June 22, 2021 through July 2, 2021.

Production Dates : JUN 22, 2021 - JUL 02, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The trucks in question were manufactured with a possible under torque condition on the steer axle front spring hangers.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The spring hanger brackets are retained by six (6) fasteners per side. Under-torqued fasteners may result in premature failure of the fastener that can potentially lead to loss of control and a vehicle crash.

Description of the Cause : Manufacturing defect.

Mack Trucks has not received reports of loss of control or vehicle crashes. The action being taken is to protect Mack's customers, their drivers, and the public/ those they share the road with from the potential risk.

Identification of Any Warning that can Occur : There is a potential for front end noise.

Involved Components :

Component Name 1 : Bolt

Component Description : M16

Component Part Number : 984839 M16x130, 984835 M16x60, 984834 M16x50

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

June 30, 2021 - Potential issue identified by Mack's Quality Control Group at Mack's Operations (i.e. manufacturing) facility. Potential issue reported to Product Safety Working Group (PSWG). Investigation opened.

July 14, 2021 PSWG reviews results of investigation.

July 22, 2021 - Product Safety Committee meets and determines a safety-related defect.

July 27, 2021 - 573 defect report submitted to NHTSA.

August 20, 2021 added component information per NHTSA's request.

There are no reports (e.g. field reports, consumer complaints, etc.) associated with this case.

Description of Remedy :

Description of Remedy Program : The spring hanger bracket fasteners will be torqued to specification. Pre-notification repairs will be address according to Mack Trucks reimbursement policy on file with NHTSA.

How Remedy Component Differs from Recalled Component : The fasteners are torqued to specification.

Identify How/When Recall Condition was Corrected in Production : The issue was addressed when found with a containment program. The containment occurred on or about July 2, 2021.

Recall Schedule :

Description of Recall Schedule : Dealer notification will occur on July 30, 2021. Owner notification letters will be mailed on or before August 27,2021

Planned Dealer Notification Date : JUL 30, 2021 - JUL 30, 2021

Planned Owner Notification Date : AUG 27, 2021 - AUG 27, 2021

* NR - Not Reported