

Part 573 Safety Recall Report

21V-856

Manufacturer Name : Mack Trucks, Inc.

Submission Date : NOV 04, 2021

NHTSA Recall No. : 21V-856

Manufacturer Recall No. : SC0432



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 : 79

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Mack Granite, LR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The basis of the recall population is equipment recall 21E-085. Information on deliveries of suspect components was used to identify potential affected vehicles which include 2021 Granite and LR model vehicles manufactured from May 18, 2021 through September 25, 2021. The total number of vehicles by model year and model are forty-one (41) 2021 Granite models and thirty-eight (38) 2021 LR model vehicles.

Production Dates : MAY 18, 2021 - SEP 25, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : According to 21E-085, "certain power steering pumps supplied by ZF may cause pressure to build and the shaft seal to leak into the engine, resulting in a loss of power steering assist in the identified recalled vehicles. ZF's understanding is that its power steering pumps operate under conditions specific to each vehicle application."

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A sudden loss of power steering assist under certain conditions may increase the risk of a crash.

Mack Trucks is not aware of any vehicle crashes associated with this safety defect.

Description of the Cause : The rotor grinding process may have created an area of localized flatness in the end face of the steering pump motor during manufacturing of the power steering pumps.

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : Power Steering Pump

Component Description : Assist mechanical Steering

Component Part Number : 21718559

Supplier Identification :

Component Manufacturer

Name : ZF North America, Inc.

Address : 12001 Tech Center Drive
Livonia Michigan 48150

Country : United States

Chronology :

August 13, 2021 ZF notifies Mack of potential issue on certain power steering pumps.

August 23, 2021 Mack Product Safety Working Group (PSWG) opens investigation.

August 24, 2021 Initial review by PSWG.

September 23, 2021 Additional information received. PSWG notified that ZF filed Equipment Defect Report.

October 18, 2021 PSWG completes investigation. Decision made to raise to Product Safety Committee.

October 28, 2021 Product Safety Committee meets and determines a safety-related defect.

November 3, 2021 573 defect report submitted to NHTSA

November 4, 2021 chronology updated and reported warranty claims added.

Internal investigation resulted in identification of three (3) warranty claims that may be related. The date of the claims are 7/19/2021, 7/2/2021, and 1/25/2021

Description of Remedy :

Description of Remedy Program : The repair will involve replacement of the suspect power steering pump. Repairs made prior to notification will be addressed according to Mack's General Reimbursement Plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The remedy component does not contain the component defect that resulted in this filing.

Identify How/When Recall Condition was Corrected in Production : Action was taken by ZF to address the defect. When notification occurred to Mack Trucks, there were no actions required to remedy the vehicles in production as the vehicles had already been released.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified through a safety recall alert By November 10, 2021. Owner notification will occur on or before December 22, 2021.

Planned Dealer Notification Date : NOV 10, 2021 - NOV 10, 2021

Planned Owner Notification Date : DEC 22, 2021 - DEC 22, 2021

* NR - Not Reported