

# Part 573 Safety Recall Report

# 22V-401

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

**Submission Date :** OCT 04, 2023

**NHTSA Recall No. :** 22V-401

**Manufacturer Recall No. :** SC0437



## 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 :** 5,644

**Estimated percentage with defect :** 1 %

## Vehicle Information :

**Vehicle 1 :** 2021-2022 Mack Granite, Anthem, LR, Pinnacle Terrapro

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

**Body Style :** OTHER

**Power Train :** DIESEL

**Descriptive Information :** Based upon information provided by Sheppard on their production dates, a suspect population was identified at Mack based upon our production dates using our material systems timing and offsets.

**Production Dates :** JUN 01, 2021 - MAR 11, 2022

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** Steering gear was assembled with fewer than the required number of recirculating balls which can lead to a fracture in the steering gear worm-shaft and loss of vehicle steering.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Steering gear was assembled with fewer than the required number of recirculating balls which can lead to a fracture in the steering gear worm-shaft and loss of vehicle steering increases the likelihood of a crash.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** Preceding the internal fracture, the steering may be perceived as strained by the driver. No audible or visual warning is available.

## Involved Components :

Component Name 1 : Steering Gear

Component Description : HD Steering Gear for trucks

Component Part Number : 23986581, 21129326, 23851030, 23851036, 23851046, 23851032, 23056973, 24008407, 23851052, 22396595,

## Supplier Identification :

### Component Manufacturer

Name : R.H. SHEPPARD CO., INC.

Address : 101 Philadelphia Street

P.O. Box 877 Hanover Pennsylvania 17331-0877

Country : United States

## Chronology :

Volvo on June 3, 2022 is informed by RH Sheppard (Bendix) that they have filed a 573 Safety Recall Report 22E-047. Volvo Product Safety Working Group met on Monday June 6, 2022 and determined that this should be elevated to the Volvo Product Safety Committee as a Safety Related Defect. June 7, 2022 Volvo Product Safety determined that this is a safety related defect. June 7, 2022 Volvo Files 573 Report. No warranty claims, field or service reports are associated with this filing.

## Description of Remedy :

Description of Remedy Program : ANY PRE-NOTIFICATION REMEDIES PERFORMED OUTSIDE DEALER NETWORK ARE COVERED UNDER MACK'S PRE-NOTIFICATION REMEDY PROGRAM. Steering gears on trucks will be inspected for the unique serial number imprint on the recalled equipment. The steering gear serial number will then be looked up on RH Sheppard's web based tool to be classified as suspect and to be replaced or as not-suspect and may remain in service.

How Remedy Component Differs from Recalled Component : As reported by RH Sheppard, the remedy component was assembled after the recall condition was corrected in production when additional controls were put in place. The remedy component has been verified to have the correct number of recirculating ball. Each remedy component is identifiable by an imprinted unique serial number.

**Identify How/When Recall Condition was Corrected in Production :** As reported by RH Sheppard, On Feb 10, 2022 the recirculating ball insertion process control was enhanced. Additional process controls and inspectors were added to the process to verify that the correct number of recirculating balls in each steering gear.

By truck manufacturing date Mack has a clean point established (any suspect gears removed from factory) as of March 11, 2022. . Any truck which has a manufacturing date after this or that has been inspected for suspect steering gears at our factory were removed from scope of the recall

### **Recall Schedule :**

**Description of Recall Schedule :** August 1, the remedy will be available to Mack Customers.

**Planned Dealer Notification Date :** JUN 10, 2022 - JUN 10, 2022

**Planned Owner Notification Date :** JUL 29, 2022 - JUL 29, 2022

\* NR - Not Reported