

# Part 573 Safety Recall Report

# 23V-024

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

**Submission Date :** MAR 10, 2023

**NHTSA Recall No. :** 23V-024

**Manufacturer Recall No. :** SC0440



## 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 :** 43

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2019-2023 Mack 2019, 2021-2023 Mack LRBE

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

**Body Style :** OTHER

**Power Train :** HYBRID ELECTRIC

**Descriptive Information :** Vehicle population determined by battery electric trucks which have not received updated software (generation) which removes the risk of thermal escalation

**Production Dates :** SEP 17, 2018 - SEP 19, 2022

**VIN Range 1 : Begin :** 1M2LR1GC6KM002416 **End :** 1M2LRDGC7PM001039  Not sequential

## Description of Defect :

**Description of the Defect :** EV vehicle heater thermal escalation. The coolant heater may stay energized and when in a no flow or low coolant level condition, the heater could catch fire.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Safety risk is the potential for a fire if a relay fails in the closed position and other conditions are met.

**Description of the Cause :** If a relay fails in a closed position when the vehicle is energized, key in ignition, and cabin heater on. With no coolant flow or a low coolant level, the heater could catch fire.

**Identification of Any Warning that can Occur :** There are no known warnings.

## Involved Components :

Component Name 1 : Volvo Systems Engineering

Component Description : NA

Component Part Number : NA

## Supplier Identification :

### Component Manufacturer

Name : Mack

Address : NR

NR

Country : NR

## Chronology :

June 24, 2021, Volvo Europe Product Safety Committee (PSC) meets and makes a recall decision relative to their EMOB platform. August 18, 2021, Volvo North America is informed of the decision. October 26, 2021 Volvo North America Product Safety Working Group (PSWG) is made aware and opens investigation (21-095) into findings made by Europe PSC and recommends a foreign recall report be filed because the relay in question is used in North American product. November 17, 2021 Volvo North America Foreign Recall Report 21F252 EV vehicle heater thermal escalation. December 16, 2022, PSWG Investigation findings concluded. January 5, 2023 Investigation findings reviewed with product engineering and verified. January 13, 2023 PSWG makes recommendation that a safety defect finding be made. January 18, 2023, North American PSC meets and makes the determination that a product safety defect exists. January 23, 2023 573 Report Filed with NHTSA.

There have been no accidents or injuries or field complaints or warranty claims related to this issue.

## Description of Remedy :

Description of Remedy Program : Update software for Hybrid Powertrain Control Unit (HPCU) and Instrument Cluster (IC). Install replacement relays. Reimbursement for the recall will be covered by Manufacturer's Reimbursement Plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : Software installs counter for relay actuations and when a proscribed number of actuations is attained then will flag the vehicle for maintenance, if the actuation numbers are exceeded then the heater itself is disabled.

Identify How/When Recall Condition was Corrected in Production : Updated software to be introduced, all impacted vehicles under our control under a stop shipment

**Recall Schedule :**

Description of Recall Schedule : The dealers were notified of the recall 1/27/2023. The notification by first class mail of the owners will occur no later than 3/19/2023.

Planned Dealer Notification Date : JAN 27, 2023 - JAN 27, 2023

Planned Owner Notification Date : MAR 19, 2023 - MAR 19, 2023

\* NR - Not Reported