

Part 573 Safety Recall Report

23V-402

Manufacturer Name : Mack Trucks, Inc.

Submission Date : JUN 08, 2023

NHTSA Recall No. : 23V-402

Manufacturer Recall No. : SC0444



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 : 47

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2019-2023 Mack LR Battery Electric

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Vehicles which were built during a period where power cable to relay torque are suspect of not being sufficient or properly controlled.

Production Dates : SEP 17, 2018 - NOV 25, 2022

VIN Range 1 : Begin : 1M2LR1GC6KM002416 **End :** 1M2LRDGC9PM001060 Not sequential

Description of Defect :

Description of the Defect : Insufficient torque on the power cables to relays may result in a relay failure which could continue to power the cabin heater.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The risk is a loose connection to the relays which could result in a relay failure and overheating and failing in a closed position which could continue to power the cabin heater which could result in a fire.

Description of the Cause : Torque control in the factory in-sufficient for application.

Identification of Any Warning that can Occur : There are no warnings associated with this issue.

Involved Components :

Component Name 1 : Relay

Component Description : Windshield Heater 24V/50A

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Mack

Address : NR

NR

Country : NR

Chronology :

March 2, 2023 Reliability and Quality report to Product Safety Working Group that they have had two (2) cabin coolant heater relay failures which indicated the heater continued to stay powered and damaged the heater.

March 8, 2023 Product Safety Working Group opens an investigation and requests failed components from the field.

March 22, 2023 Engineering provides initial failure analysis results.

March 27, 2023 Product Safety Working Group reviews product safety investigation results and recommends supplier of the relay provide their input and asks for additional review of incidents and vehicle data.

May 15, 2023 Product Safety Working Group meets and recommends that this be brought to the Product Safety Committee as a potential product safety defect.

May 30, 2023 The Product Safety Committee meets and decides that a product safety defect exists.

June 4, 2023 573 Report filed with NHTSA

There have been two (2) field reports, no warranty and no accidents or injuries reported with this issue

Description of Remedy :

Description of Remedy Program : Vehicles will be recalled and the power cables to relays will be properly torqued.
Reimbursement for the recall will be covered by Manufacturer's Reimbursement Plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The remedy component has proper torque on the fasteners on the power cables to the relays.

Identify How/When Recall Condition was Corrected in Production : All vehicles impacted put on hold until the issue has been corrected
Vehicles on hold will be corrected before being released.
Production was corrected on March 29, 2023

Recall Schedule :

Description of Recall Schedule : Dealer notification will begin on June 9, 2023 and owner notification will begin on or before August 4, 2023
Planned Dealer Notification Date : JUN 09, 2023 - JUN 09, 2023
Planned Owner Notification Date : AUG 04, 2023 - AUG 04, 2023

* NR - Not Reported