

# Part 573 Safety Recall Report

# 23V-465

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

**Submission Date :** JUL 13, 2023

**NHTSA Recall No. :** 23V-465

**Manufacturer Recall No. :** SC0445



## 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 :** 204

**Estimated percentage with defect :** 66 %

## Vehicle Information :

**Vehicle 1 :** 2023-2024 Mack LR

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

**Body Style :** OTHER

**Power Train :** DIESEL

**Descriptive Information :** MY 2024 Mack LR, models manufactured from March 8, 2023 through June 12, 2023. The basis of the recall population is vehicles equipped with new wiper system. The number of affected vehicles is 201 in total.

**Production Dates :** SEP 09, 2022 - JUN 12, 2023

**VIN Range 1 :** Begin : 1M2LR2AC3RM001152 End : 1M2LR7GCXRM002366  Not sequential

**VIN Range 2 :** Begin : 1M2LR2AC3RM001152 End : 1M2LR7GCXRM002366  Not sequential

## Description of Defect :

**Description of the Defect :** Inadequate torque due to specification error causes insufficient engagement between the splines on the wiper output shafts to the wiper arms. The wiper arms could then strip out resulting in loss of wiper functionality.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Risk is that windshield wipers could be in-operative that may increase the risk of a crash.

**Description of the Cause :** Design, fastener torque insufficient to ensure proper engagement between splines and wiper arms.

**Identification of Any Warning that can Occur :** Wiper arm droop below windshield engagement and potential of reduced wiping function.

## Involved Components :

Component Name 1 : Wiper Motor

Component Description : LH

Component Part Number : 24126582

## Supplier Identification :

### Component Manufacturer

Name : Volvo

Address : NR

NR

Country : NR

## Chronology :

June 19, 2023, Mack Manufacturing reports failures in the factory of the wiper arm to motor shaft connection to the Product Safety Working Group.

June 19, 2023, Product Safety Working Group opens an investigation and after review recommends that this be brought to Product Safety Committee as a potential safety defect.

June 27, 2023, Product Safety Committee meets and decides that a product safety defect exists.

July 3 , 2023 573 Report filed with NHTSA.

There have been no warranty claims, field reports or service reports associated with this issue.

## Description of Remedy :

Description of Remedy Program : The windshield wiper arms will be inspected for damage and the arm retention nut will be torqued to the correct specification.  
Reimbursement for the recall will be covered by Manufacturer's Reimbursement Plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The correct torque ensures that the spline engagement between the motor shaft output splines and the wiper arm is sufficiently engaged.

Identify How/When Recall Condition was Corrected in Production : All vehicles impacted put on hold until corrected, vehicles on hold will be corrected before being released.  
Production was corrected on June 19, 2023

**Recall Schedule :**

Description of Recall Schedule : Dealer notification will begin on July 6, 2023 and owner notification will begin on or before August 25, 2023

Planned Dealer Notification Date : JUL 06, 2023 - JUL 06, 2023

Planned Owner Notification Date : AUG 25, 2023 - AUG 25, 2023

\* NR - Not Reported