

Part 573 Safety Recall Report

23V-713

Manufacturer Name : Mack Trucks, Inc.

Submission Date : NOV 02, 2023

NHTSA Recall No. : 23V-713

Manufacturer Recall No. : SC0451



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 : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Mack LR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population is vehicles built between August 25, 2023-September 19, 2023 when power steering assist cylinder to steering arm may have been under-torqued and cotter pin may not have been installed on the castellated nut.

Production Dates : AUG 25, 2023 - SEP 19, 2023

VIN Range 1 : Begin : 1M2LR2GC5RM009230 **End :** 1M2LR2GCXRM009529 Not sequential

Description of Defect :

Description of the Defect : Insufficient torque on the castellated nut and cotter pin may not be installed. Castellated nut on the power steering assist cylinder to steering arm connection.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the power steering assist cylinder to steering arm connection should fail in operation, there could be a loss of control of the vehicle which could result in a crash.

Description of the Cause : In adequate process control of torque and torque auditing within our assembly facilities.

Identification of Any Warning that can Occur : The driver may detect excessive effort in the steering which could provide warning. Loss of the cotter pin or loosening of the nut may be detected during pre trip inspections.

Involved Components :

Component Name 1 : Cylinder

Component Description : Power Steering Assist

Component Part Number : 22132225

Supplier Identification :

Component Manufacturer

Name : Mack Trucks

Address : 7825 National Service Rd.
Greensboro North Carolina 27409-9667

Country : United States

Chronology :

October 10, 2023 Volvo Product Safety Office receives a report of a potential issue in our factory with a critical joint and a formal investigation is opened.

October 16, 2023 Findings from the investigation are reviewed by the Product Safety Evaluation Committee and the recommendation is that this is be brought to Product Safety Committee as a potential product safety defect.

October 19, 2023 the Product Safety Committee meets and decides that a product safety defect exists.

October 24, 2023 Mack submits 573 and advises that a voluntary safety recall will be performed.

There have been no accidents or injuries related to this issue, there have been no warranty claims, field reports or customer complaints associated with this issue.

Description of Remedy :

Description of Remedy Program : Owners will be notified and instructed to not drive their vehicles. Vehicles will be recalled and the castle nuts will be inspected, re-torqued and new cotter pins installed.

Reimbursement for the recall will be covered by Manufacturer's Reimbursement Plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : Remedy component has been properly torqued and then cotter pin installed in the castellated nut. Cylinder, Power Steering Assist, 22132225.

Identify How/When Recall Condition was Corrected in Production : Assembly instructions, corrected tooling and auditing in factory updated on September 20, 2023.

Recall Schedule :

Description of Recall Schedule : Dealer notification will begin on October 31, 2023 and owner notification will begin on or before December 15, 2023
Planned Dealer Notification Date : OCT 31, 2023 - OCT 31, 2023
Planned Owner Notification Date : DEC 15, 2023 - DEC 15, 2023

* NR - Not Reported