

Part 573 Safety Recall Report

23V-746

Manufacturer Name : Mack Trucks, Inc.**Submission Date :** NOV 07, 2023**NHTSA Recall No. :** 23V-746**Manufacturer Recall No. :** SC0453**Manufacturer Information :****Population :**

Manufacturer Name : Mack Trucks, Inc.

Number of potentially involved : 74

Address : 2100 Mack Boulevard

Estimated percentage with defect : 100 %

PO Box M Allentown PA 18105-5000

Company phone : 610-709-2131

Vehicle Information :

Vehicle 1 : 2024-2024 Mack MD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : HATCHBACK

Power Train : DIESEL

Descriptive Information : The recall population is vehicles built when the incorrect tool was being used to install the steer shaft retention bolt between September 19, 2023-October 5, 2023 which may have resulted in a over-torque or under torque condition.

Production Dates : SEP 19, 2023 - OCT 05, 2023

VIN Range 1 : Begin : 1M2MDBAA9RS012220 End : 1M2MDBAB1RS074381 ☒ Not sequential**Description of Defect :**

Description of the Defect : The steering wheel attachment bolt may loosen and could separate from the steering shaft, resulting in a loose or detached steering wheel.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the steering wheel attachment bolt loosens and separates from the steering shaft it could result in a loose or detached steering wheel. If in operation, there could be a loss of control of the vehicle which could result in a crash.

Description of the Cause : Use of an incorrect tool during assembly and in-adequate process control of torque and torque auditing within our assembly facilities.

Identification of Any Warning that can Occur : The driver may notice excessive play/looseness in the steering wheel which could provide warning.

Involved Components :

Component Name 1 : Flange Screw

Component Description : 12*1.75*31 8-8WSHP DP LCK

Component Part Number : 82735908

Supplier Identification :

Component Manufacturer

Name : Mack Trucks

Address : 7825 National Service Rd.

Greensboro North Carolina 27409-9667

Country : United States

Chronology :

October 11, 2023 Volvo Product Safety Office receives a report of a potential issue in our factory with a critical joint (torque control) and a formal investigation is opened.

October 17, 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.

November 2, 2023 The Product Safety Committee meets and decides that a product safety defect exists.

November 7, 2023 573 Report filed with NHTSA

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 remedy program will be to remove and replace the steering wheel retention bolt.

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

How Remedy Component Differs from Recalled Component : There is no change in the bolt design. A new bolt will be used to ensure there is no issue and properly torqued, 82735908/Flange Screw/12*1.75*31 8-8WSHP DP LCK

Identify How/When Recall Condition was Corrected in Production : Corrected automated torque tooling in factory, increased frequency of auditing both of assembly operation and factory torque records to ensure correct records are in place.

Recall Schedule :

Description of Recall Schedule : Dealer notification will begin on November 10, 2023 and owner notification will begin on or before December 15, 2023

Planned Dealer Notification Date : NOV 10, 2023 - NOV 10, 2023

Planned Owner Notification Date : DEC 15, 2023 - DEC 15, 2023

* NR - Not Reported