

Part 573 Safety Recall Report

23V-899

Manufacturer Name : Mack Trucks, Inc.

Submission Date : FEB 07, 2024

NHTSA Recall No. : 23V-899

Manufacturer Recall No. : SC0457



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 : 284

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2024-2024 Mack Anthem, Pinnacle, TerraPro

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population is vehicles built which may have steering gears identified by R. H. Sheppard Co., as having been assembled without the required number of recirculating balls as outlined in their equipment recall.

Production Dates : MAR 16, 2023 - DEC 21, 2023

VIN Range 1 : Begin : 1M1PN3GY5RM014284 **End :** 1M2TE2GC2RM011397 ☒ Not sequential

Description of Defect :

Description of the Defect : As described in Sheppard's equipment recall, the defect is a steering gear assembled with fewer than the required number of recirculating balls.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As described in Sheppard's equipment recall, a steering gear with fewer than the required number of recirculating balls may bind when loads are applied. In some cases the balls may align on the same side of the worm-shaft and concentrated loads may cause the gear's internal part to fracture resulting in the loss of steering. Loss of steering increases the likelihood of a crash.

Description of the Cause : As described in Sheppard's equipment recall, an error of the steering gear recirculating ball insertion process occurred during assembly. A gap in the rework process allowed for potentially less than the required number of balls to be installed into the gear without detection.

Identification of Any Warning that can Occur : As described in Sheppard's equipment recall, preceding the internal fracture the steering may be perceived as strained by the driver. No audible or visual warning is available

Involved Components :

Component Name 1 : Steering Gear

Component Description : M100/XD120/SD110/HD94

Component Part Number : 23851030, 21129326,23851046, 23851052

Supplier Identification :

Component Manufacturer

Name : R.H. Sheppard Co., Inc.

Address : 101 Philadelphia Street
Hanover Pennsylvania 17331-0877

Country : United States

Chronology :

December 18, 2023 Volvo Product Safety Office receives notification from Bendix (Sheppard) regarding their filing of an equipment recall on December 18, 2023

December 19, 2023 Sheppards filing is reviewed and recommendation that this be raised to Product Safety Committee as a potential product safety defect.

December 21, 2023 The Product Safety Committee meets and decides that a product safety defect exists.

December 26, 2023 DIR 573 Report filed with NHTSA

February 7, 2024 - DIR update February 7, 2024. End date for vehicle range has been updated to 12/21/2023.

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 : Vehicles will be recalled and inspected for suspect steering gear serial numbers and those suspect gears will be replaced with remedy gears. 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 gears are assembled after the addition steps were added to confirm that any rework certainly contains the correct number of recirculating balls. Steering Gear, M100/XD120/SD110/HD94, 23851030, 21129326,23851046, 23851052

Identify How/When Recall Condition was Corrected in Production : Steering gears quarantined and inspected for suspect steering gears at our impacted assembly plant on December 20, 2023

Recall Schedule :

Description of Recall Schedule : Dealer notification will begin on Dec 29, 2023 and owner notification will begin on or before February 23, 2024
Planned Dealer Notification Date : DEC 29, 2023 - DEC 29, 2023
Planned Owner Notification Date : FEB 23, 2024 - FEB 23, 2024

* NR - Not Reported