

SAFETY RECALL

Mack Trucks Inc.

Greensboro, NC USA



Date	Number	Release	Page
03.2023	SC0440	01	1(3)

EV Vehicle Heater Thermal Escalation LRE

RECALL INFORMATION

(March 2023)

Mack Trucks has determined that certain 2019-2023 model year LRE vehicles, have the risk of an Energy Storage System (ESS), Electric Heater Relays staying energized. On affected vehicles if the ESS Heater Relays stay energized(latched) when in a no flow, or low coolant level condition, this could result in the coolant heater experiencing a thermal escalation posing the risk of property damage and/or personal injury.

Mack Trucks has not received any complaints or reports of vehicle crashes because of this safety issue; therefore, Mack considers this as a proactive measure to protect the public and Mack's customers from the potential risk associated with this defect.

To ensure that these vehicles meet Mack's stringent quality requirements, follow the instructions outlined below to replace the ESS electric heater relays, run an accessory kit that enables relays count monitoring, and program the specific control units.

VEHICLES AFFECTED

Certain Mack LR Battery Electric Vehicles manufactured between September 17, 2018, and September 19, 2022.

VEHICLE QUANTITY

There are 48 vehicles affected by this recall. (43 US, 5 Canada)

Parts

Part Number	Part Description	Quantity
20709545	Heater relay	4

Repair Instructions

1. Secure vehicle for service.
2. Follow operation **3119-03-02-11** in Impact for replacement of the ESS Electric Heater Relays.

Important Note!
The functional parameter reset; calibration is not required for this recall (Steps 70-72 in Impact). The relay count parameter value will automatically be set to zero when programming the accessory kit.

Software Install

3. Connect to the vehicle using PTT.
4. Using PTT insure the (IC) instrument cluster has the latest SW installed. If not, program the IC using operation **1700-08-03-39** Under the program tab, to update the programming on both ICs.

Important Note!
If the IC is not at the correct SW level the accessory kit will not complete and a pop-up message will appear.

5. Run operation **1700-22-03-06** in PTT under the program tab, to install the Accessory kit Part number **85165435**
6. After the accessory is installed program the DC/DC Control Unit (DCU) using operation **3223-22-03-01** in PTT under the program tab.
7. Clear any DTC
8. Return vehicle to service.

REIMBURSEMENT

This repair is covered by an authorized Safety Recall. Reimbursement is obtained through the normal claim handling process.	
	UCHP Reimbursement
Claim Type (used only when uploading from the Dealer Business System)	40
Recall Status	
Vehicle repaired per instructions	1-Modified per instructions
Labor Codes	
3119-03-02-11 Relays, Electric Heater ESS, Replacement	1.1
3810-22-03-11 Program Instrument Cluster (if applicable)	0.4
1720-16-09-01 Campaign, General X5	0.5
Causal Part	20709545
Authorization Number	C6650

Note: Dealers are to perform Safety Recalls on all subject vehicles at no charge to the vehicle owner regardless of mileage, age of vehicle or ownership (original purchaser or subsequent purchasers). Whenever vehicles are subject to a Safety Recall are brought to your dealership for service, or taken into your dealership vehicle inventory, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is sold or released to the owner.