

SAFETY RECALL

Mack Trucks Inc.
Greensboro, NC USA



Date	Number	Release	Page
08.2023	SC0445	01	1(8)

Mack LR Wiper Arm Torque LR

RECALL INFORMATION

(August 2023)

Mack Trucks has determined that certain 2023 and 2024 model year LR vehicles may have insufficient torque between the splines on the wiper output shafts to the wiper arms. The wiper arms could strip out resulting in loss of wiper functionality. Inoperative wipers may increase the risk of a crash.

Mack Trucks has not received warranty claims, field reports, or service reports because of this 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 wiper blade arms. A new nut and sawtooth washer have replaced the original fastener.

VEHICLES AFFECTED

Certain Mack LR model vehicles manufactured between September 9, 2022, and June 12, 2023.

VEHICLE QUANTITY

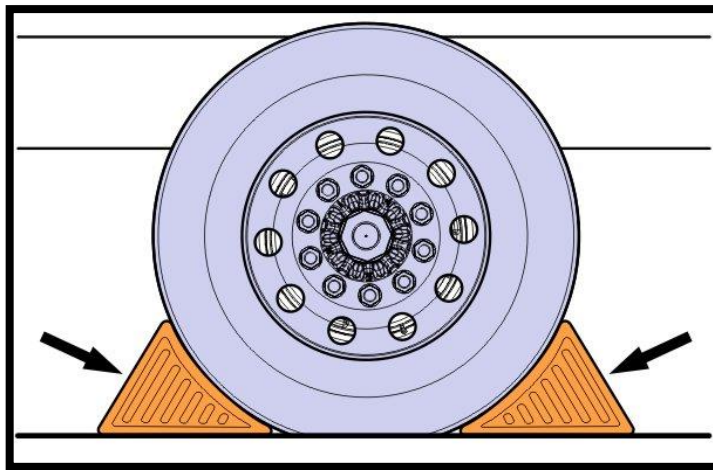
There are 209 vehicles affected by this recall. (204 US, 5 CAN)

Parts

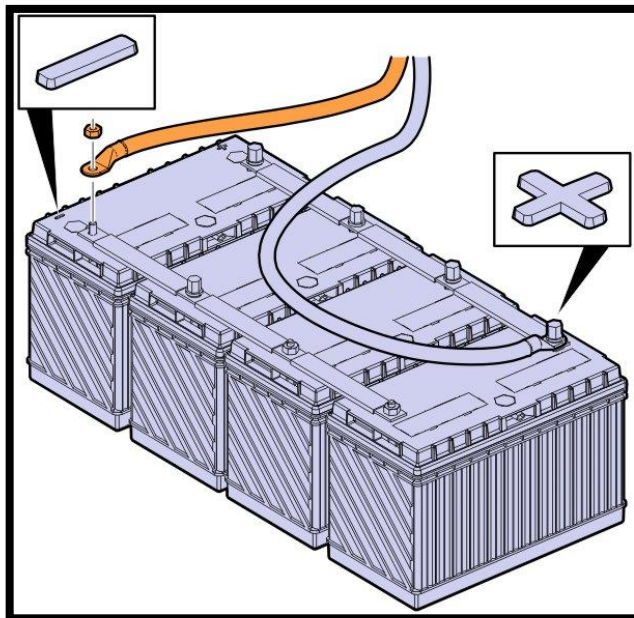
Part Number	Part Description	Quantity
24266377	Wiper Arm; Left	1
24266379	Wiper Arm; Right	1
990968	Hex Nut	2
25099062	Toothed Washer	2

Repair Instructions

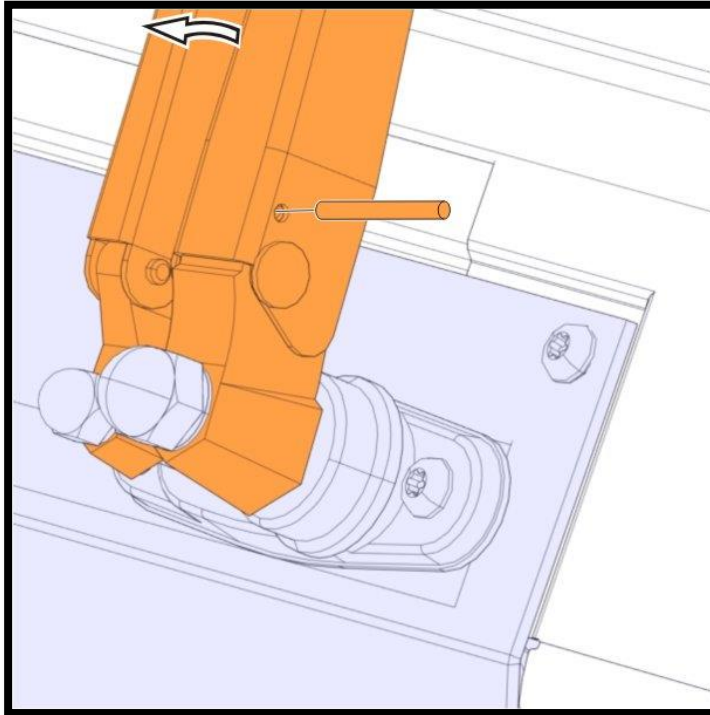
1. Secure Vehicle for Service.
2. Apply the parking brake.
3. Place the transmission in neutral or park.
4. Install the wheel chocks.



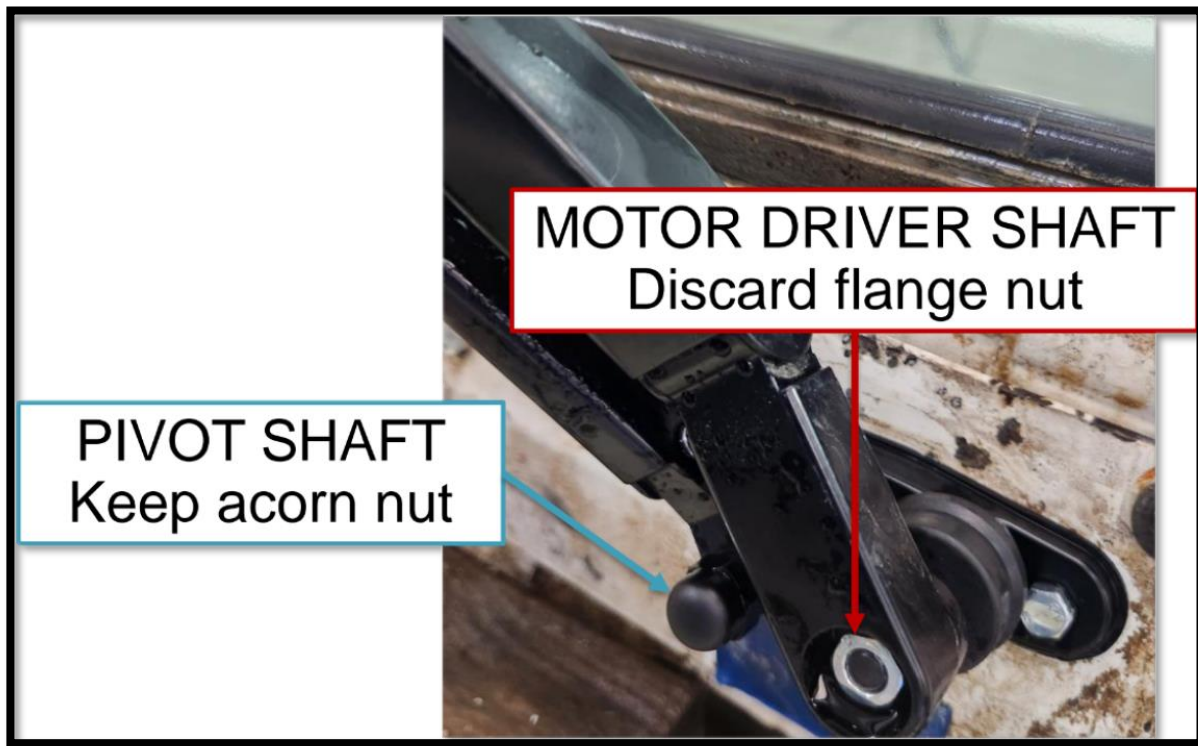
5. Disconnect the cable from the battery's negative terminal.



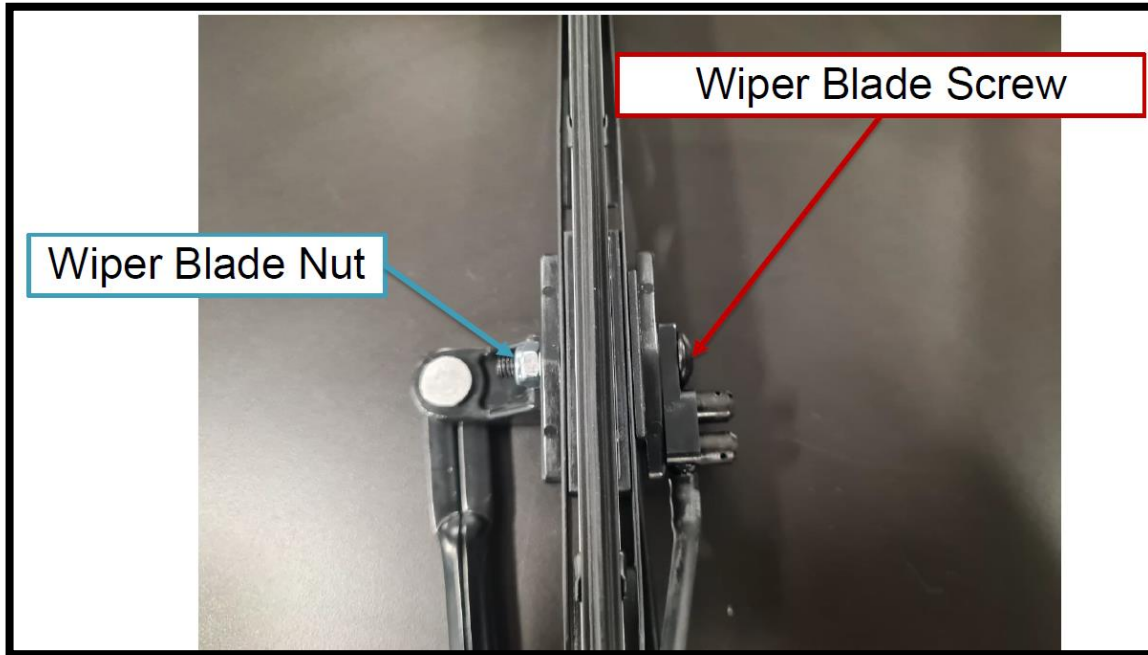
6. Pull the wiper arm back and install a pin.



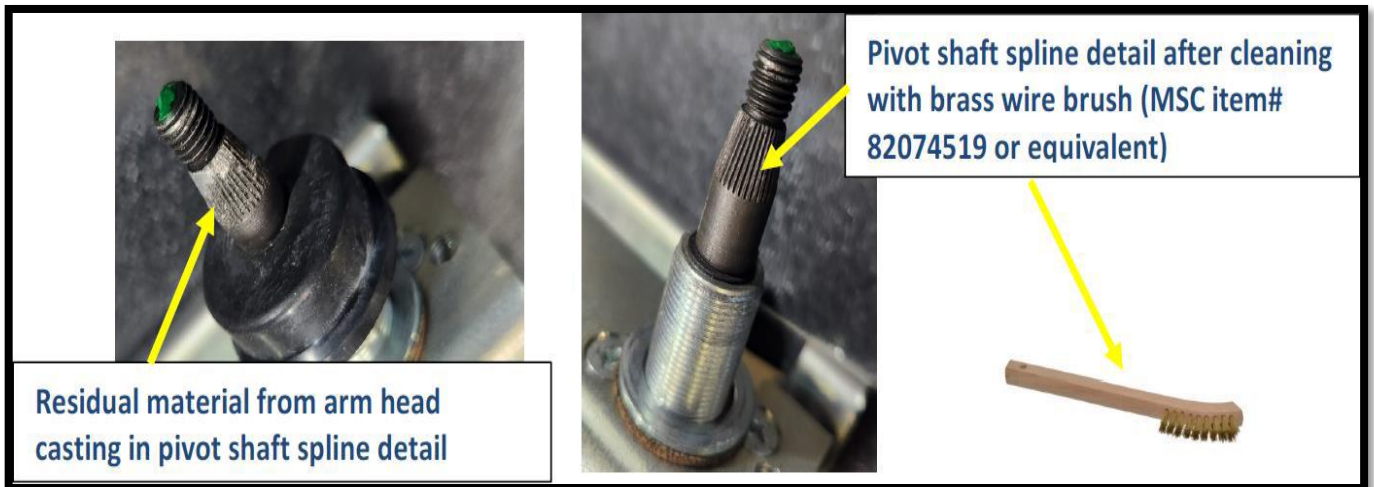
7. Remove the cap over the motor driver shaft. Loosen the flange nut and the acorn nut and carefully remove the wiper arm. Discard of the flange nut. **DO NOT discard the acorn nut.**



8. Remove wiper blades on old wiper arm for re-use on new arm. Discard old wiper arm.

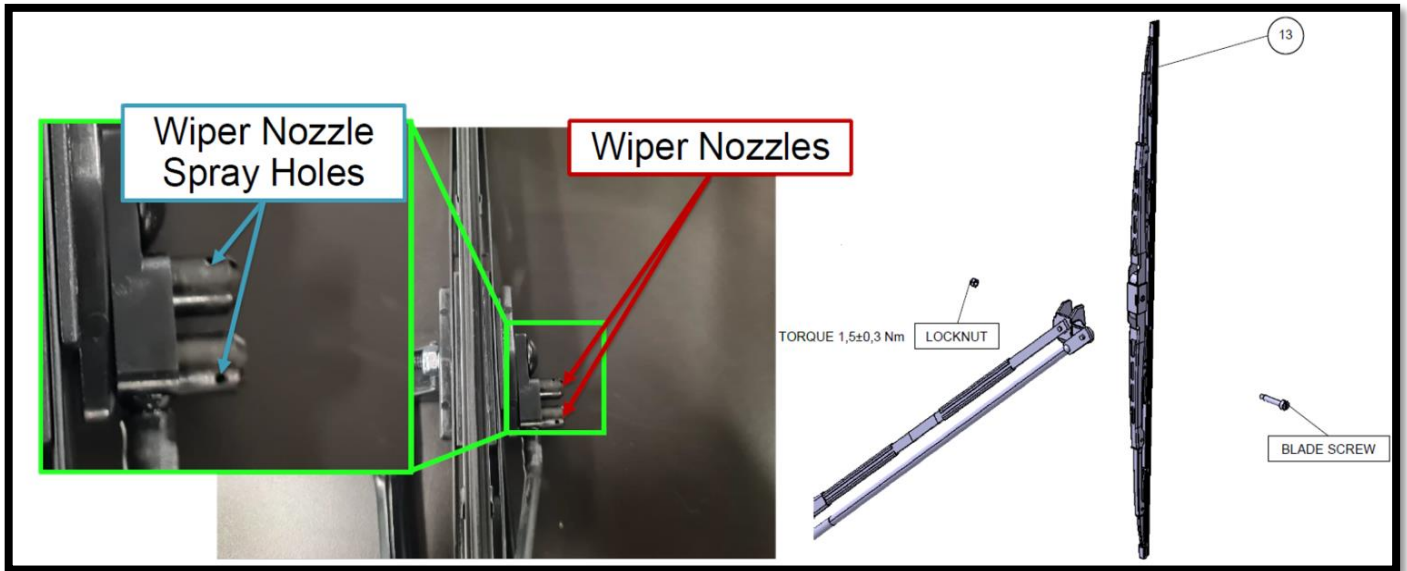


9. Inspect driver shaft mating end to verify that splines are clean and not damaged. Ensure there is no residual debris from arm casting. If residual material is found, clean the splines with a wire brush.



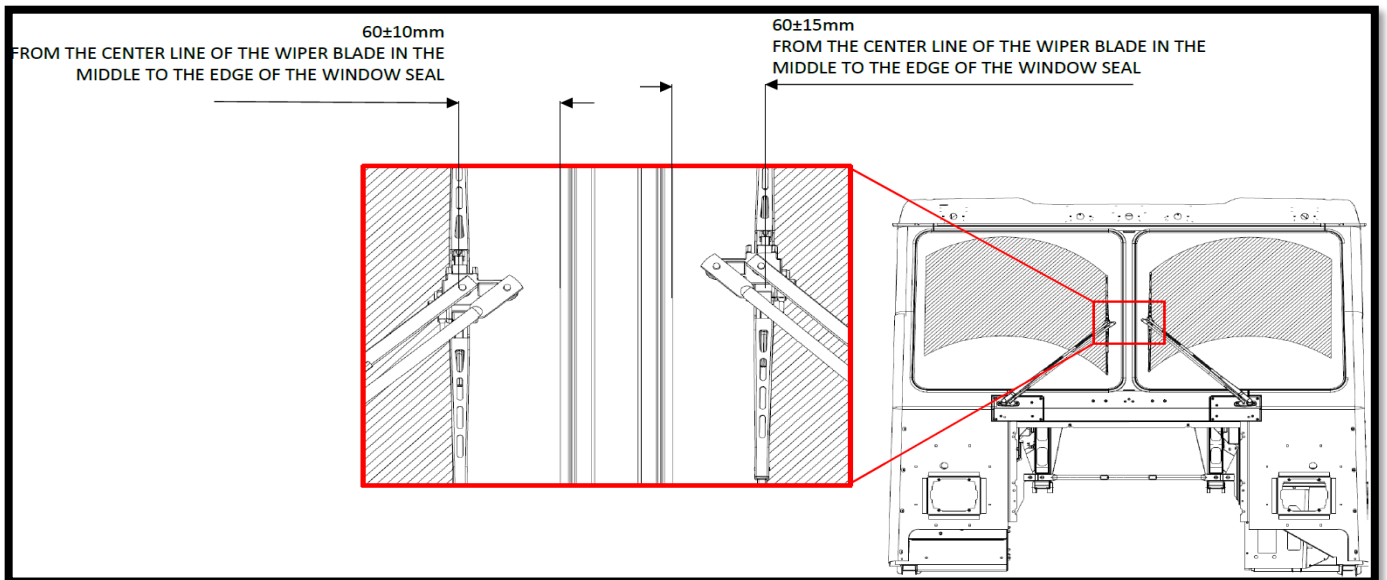
10. Install wiper blades on new wiper arms. Tighten screw and nut to spec.

Tightening Torque
1.5 Nm \pm 0.3 Nm



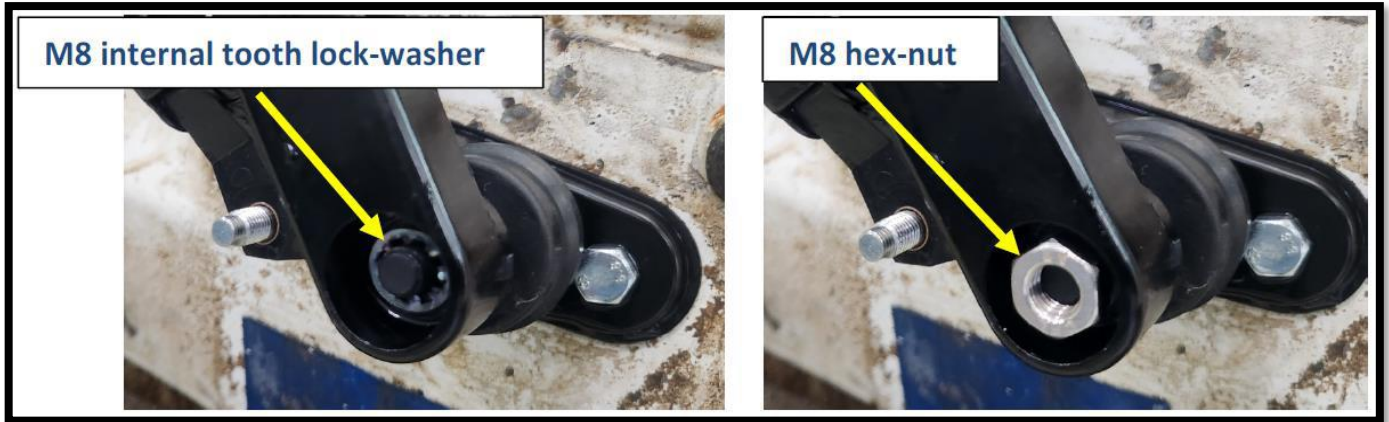
Important
Ensure wiper nozzles are pointing in the same direction as the rubber blade

11. Install new wiper arms (24266377, 24266379) using new hardware (990968, 25099062). Reposition the wiper arm assembly in "Park" position onto the wiper motor pivot shaft spline.



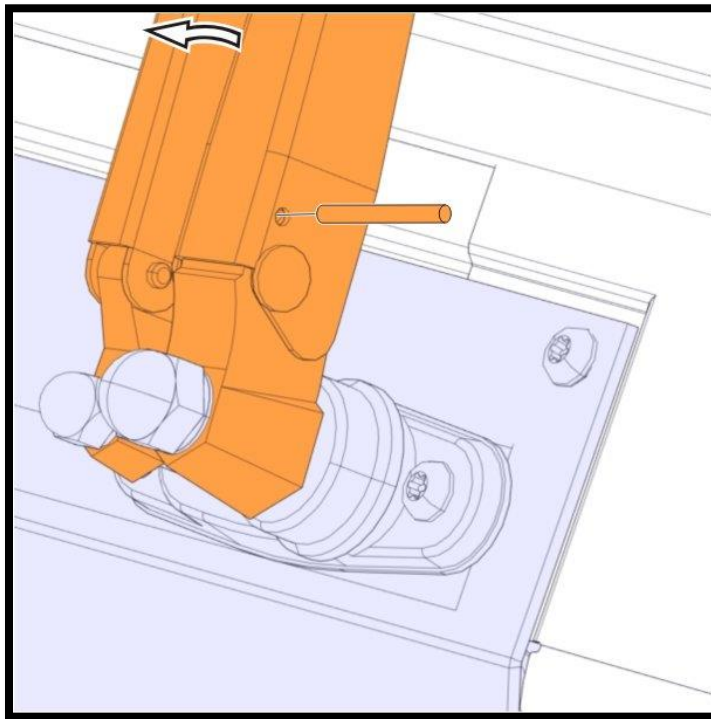
- 12. Assemble replacement M8 hex nut and lock washer onto motor driver shaft and torque to spec.
Torque pivot acorn nut to spec.

Tightening Torque
M8 Hex Nut – 28 Nm \pm 2 Nm
Pivot acorn nut – 3 Nm \pm 0.7 Nm

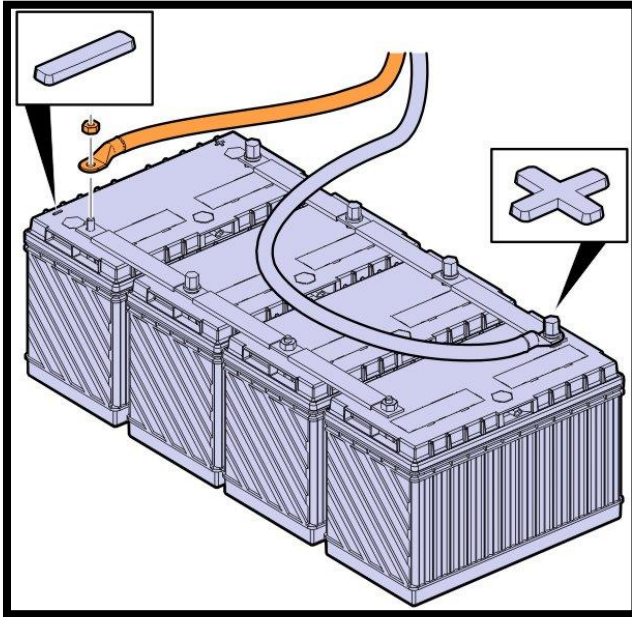


Important
Put torque check or equivalent on motor driver shaft joint

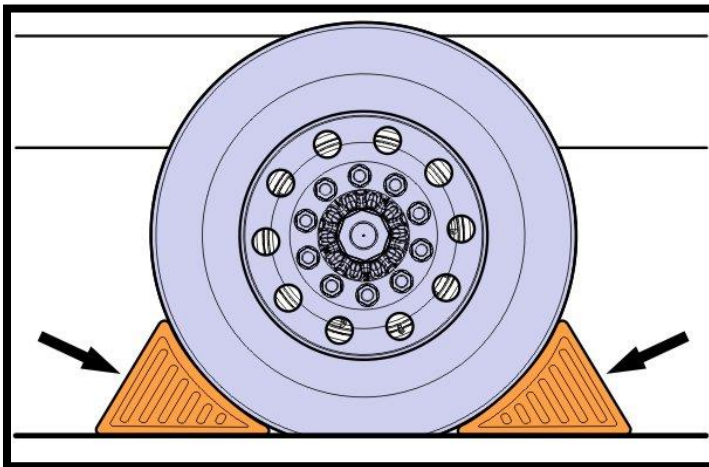
- 13. Remove the pin.



14. Connect the cable to the negative terminal.

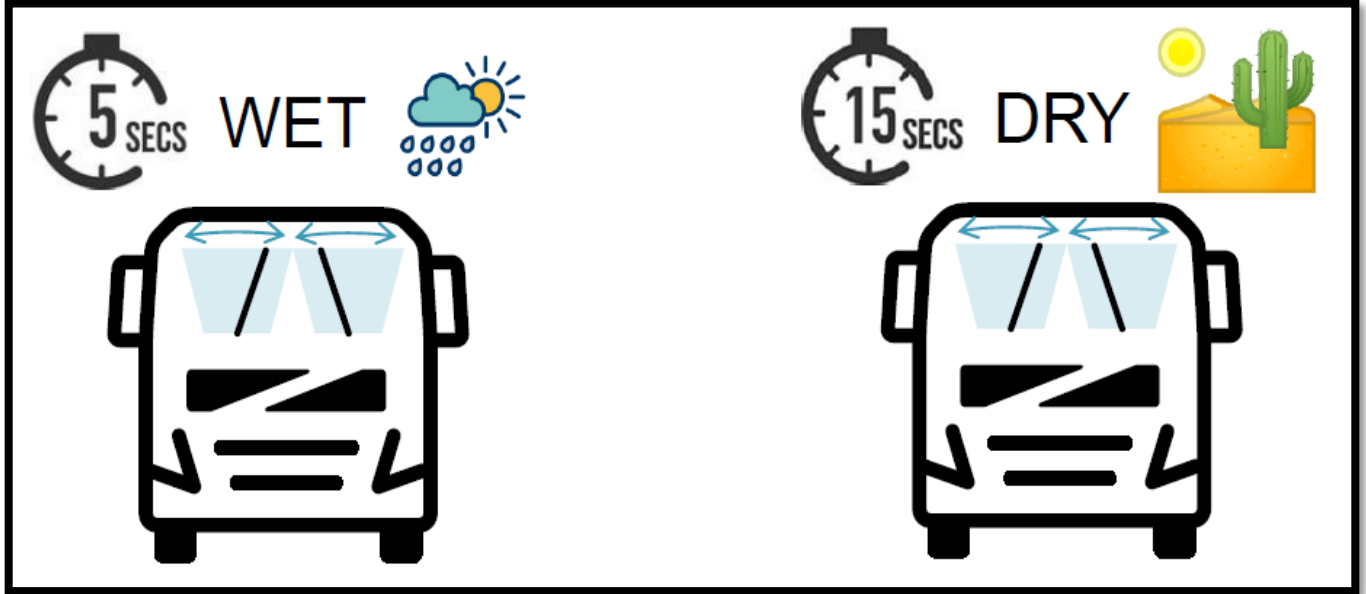


15. Remove the wheel chocks.



16. Check the operation of the windshield wiper and washer.

- a. Test at high speed on wet glass for 5 seconds minimum.
- b. Verify washer fluid is sprayed on the glass and cleared off by the wiper system.
- c. Test at low speed on dry glass for 15 seconds minimum.



17. 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	
3637-03-02-01 Windshield Wiper Arm (0.2 x 2)	0.4
1720-16-09-01 Campaign General	0.1
Causal Part	24266379
Authorization Number	C0304

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, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is released to the owner.