

SAFETY RECALL

Mack Trucks Inc.
Greensboro, NC USA



Date	Number	Release	Page
10.2024	SC0448	05	1(20)

Mack GR, GU Turn Signal Visibility GR, GU

REV 5: Updated reference part numbers for 2018+ model year trucks.

RECALL INFORMATION

(September 2024)

Mack Trucks has determined that on certain 2015 to 2023 model year GR and GU trucks, the turn signal visibility may not alert other drivers to a turning vehicle, increasing the risk of a crash.

To ensure that these vehicles meet Mack's stringent quality requirements, follow the instructions outlined below to add additional indicator lamps to the front nameplate of the truck.

VEHICLES AFFECTED

Certain Mack GR and GU vehicles manufactured between September 1st, 2014, and September 22nd, 2022.

VEHICLE QUANTITY

There are 32,698 vehicles affected by this recall. (27,418 US, 5,280 CAN)

Parts

ATTENTION: HARNESSES ORDERED BEFORE 9/29/2024 MAY HAVE BEEN BUILT WITH THE INCORRECT CONNECTOR WEDGE LOCK NOT ALLOWING THE HARNESS TO CONNECT PROPERLY.



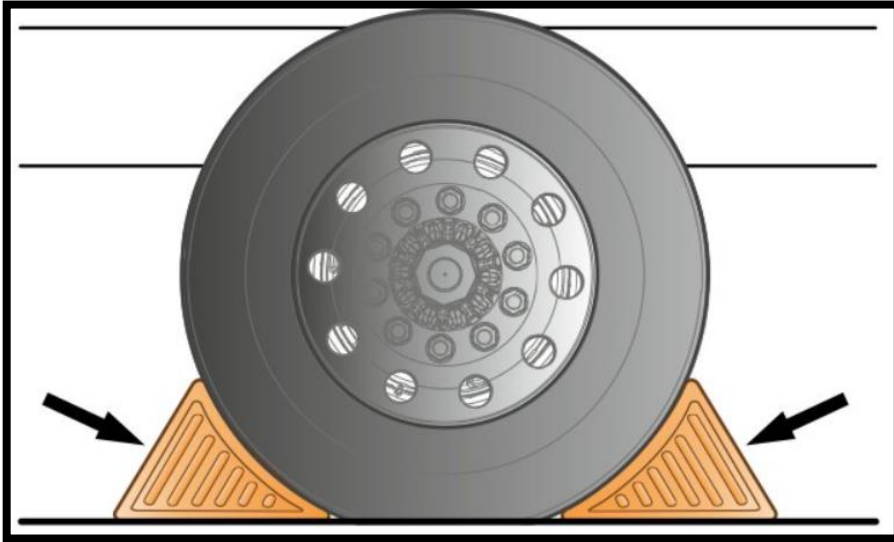
REPLACE WEDGE LOCK WITH CORRECT WEDGE LOCK (PN: 85130765) TO REPAIR. FOLLOW CLAIMING INSTRUCTIONS IN THE REIMBURSEMENT TAB.

Parts will be ordered through normal ordering process. **There are multiple harness options depending on year, axle position, and frame length.** Please verify new harness using VIN before ordering. Only order what is required for the truck application. There are two versions of trucks that will need two harnesses.

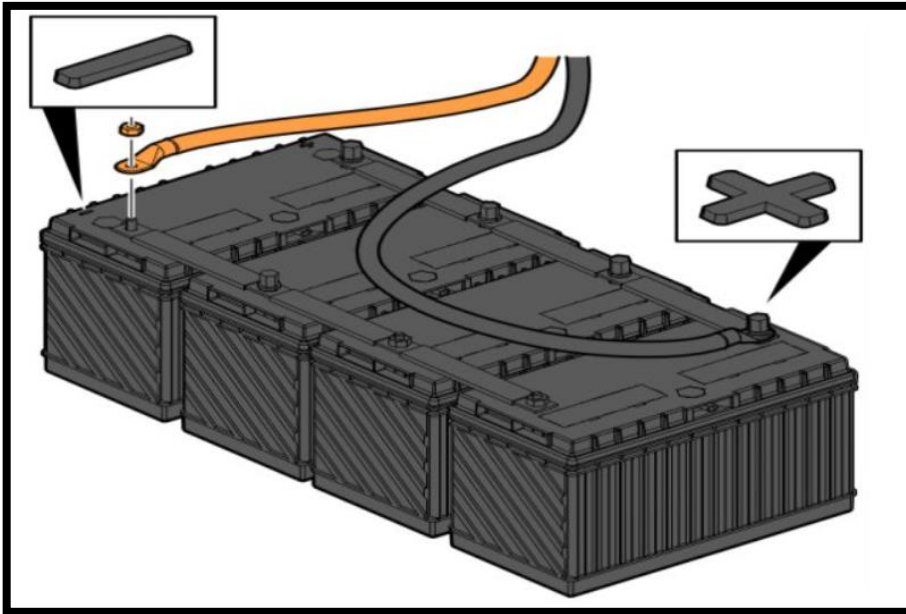
New Part Number	Previous Part Number (USE ONLY AS REFERENCE)	Part Description	Quantity
24229625	23266358 23332275 23892485	Harness (2018+ Axle Forward/ Verify with VIN)	2
24229627	23332276 23266360	Harness (2018+ Axle Back/ Verify with VIN)	2
24685091	21513985	Harness (2014-2017 Axle Forward/ Verify with VIN)	1
24685099	21513973	Harness (2014-2017 Axle Forward/ Verify with VIN)	1
24685112	21514026	Harness (2014-2017 Axle Back/ Verify with VIN)	1
24685117	21505791	Harness (2014-2017 Axle Back/ Verify with VIN)	1
24685322	N/A	Install Kit	1
24721397	78629179	Winterfront, W/O Snowplow	If equipped
24721398	78629181	Winterfront, W/ Snowplow	If equipped
24721399	78629176	Winterfront, Extreme Cold	If equipped

Repair Instructions**For 2018+ (2018-2022) Vehicles**

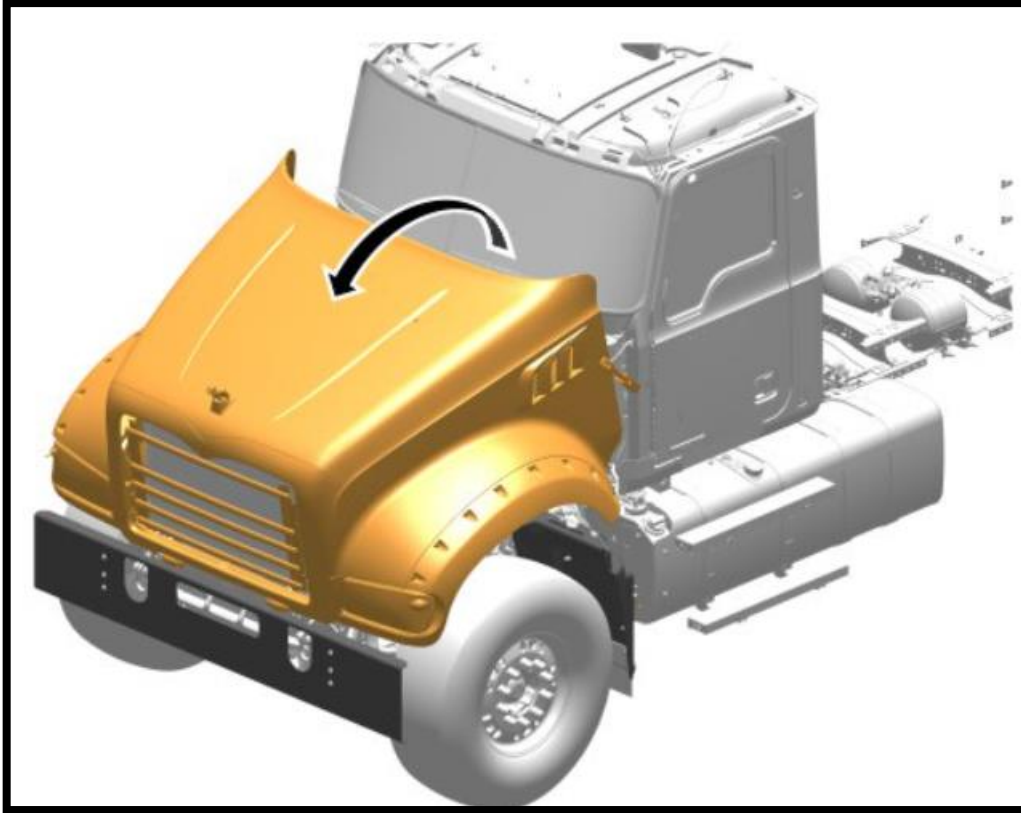
1. Park the vehicle on level surface.
2. Apply the parking brake.
3. Place the gear level in neutral.
4. Install the wheel chocks.



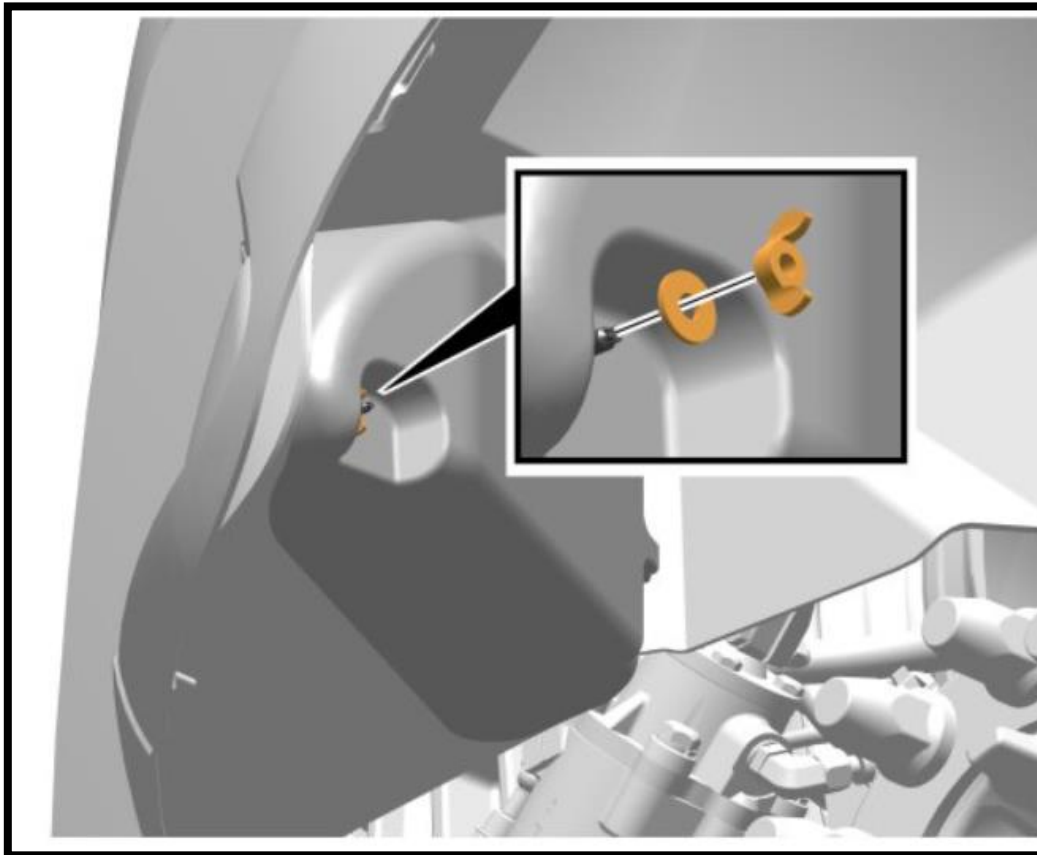
5. Disconnect the cable from the negative terminal.



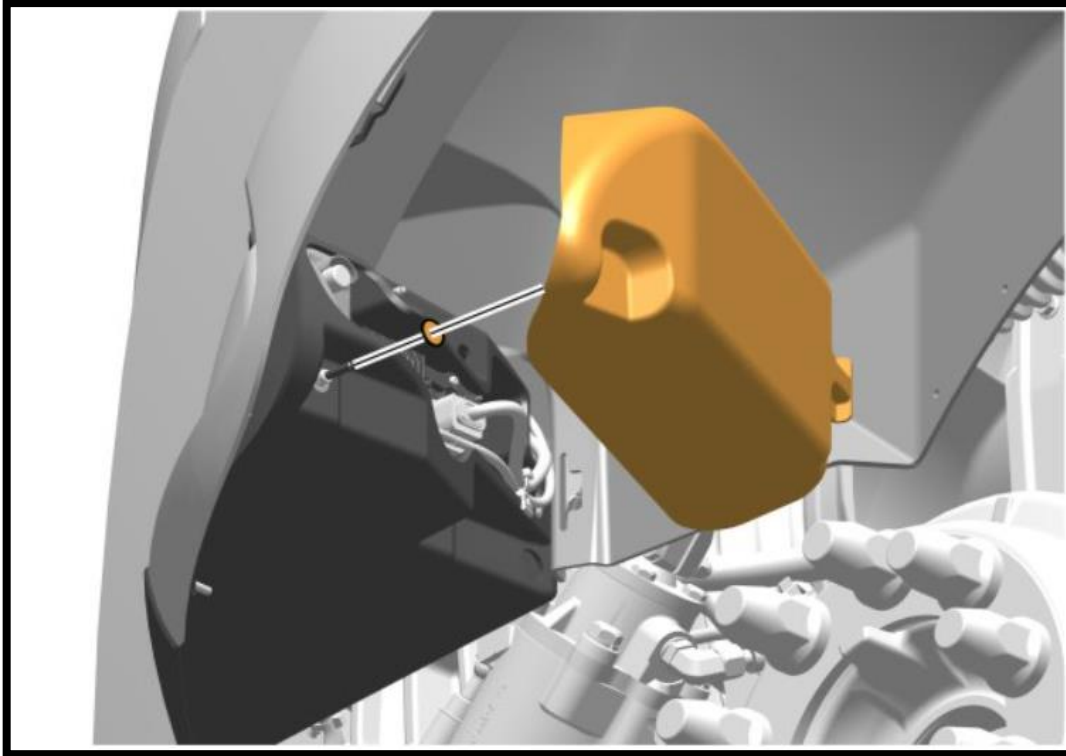
6. Unlatch and raise the hood.



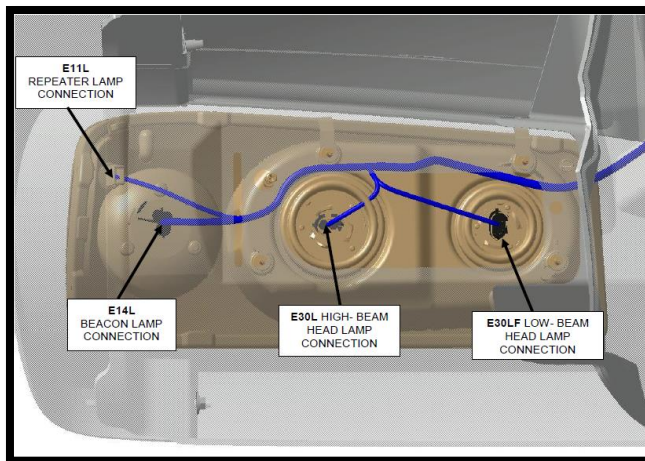
7. Remove the washer.



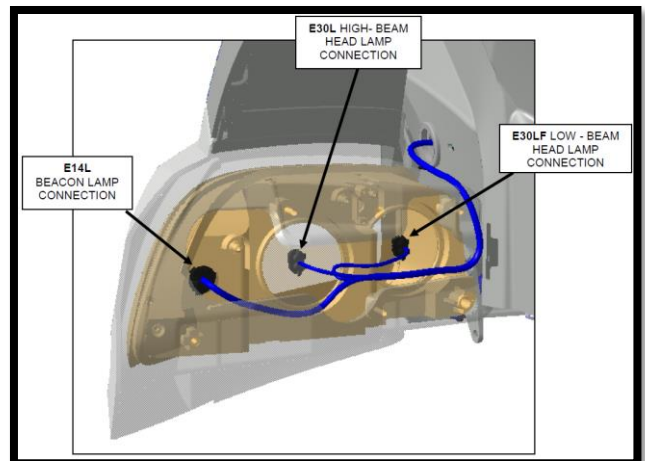
8. Remove the headlamp cover.



9. Disconnect all connectors to bulbs. Axle Forward trucks will have 4 connections and Axle Back trucks will have 3 connections.

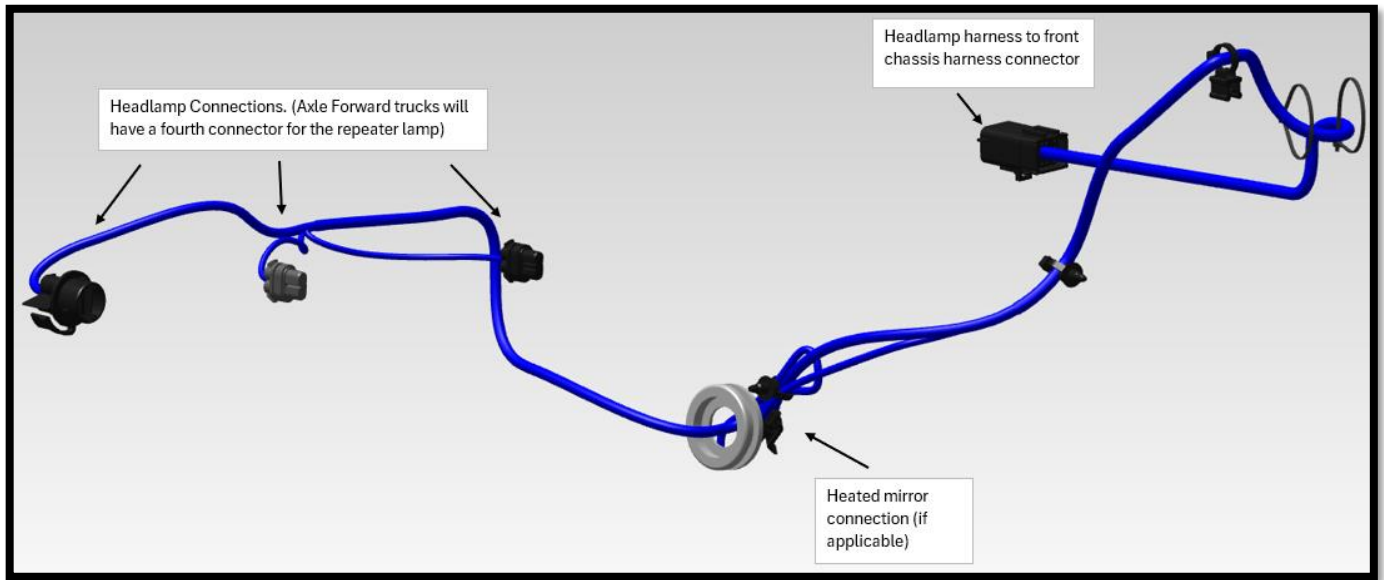


-Axle Forward 4 connections

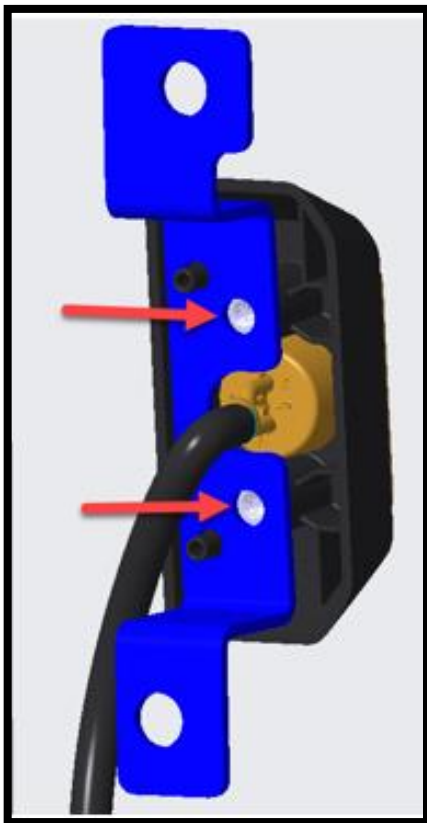


-Axle Back 3 connections

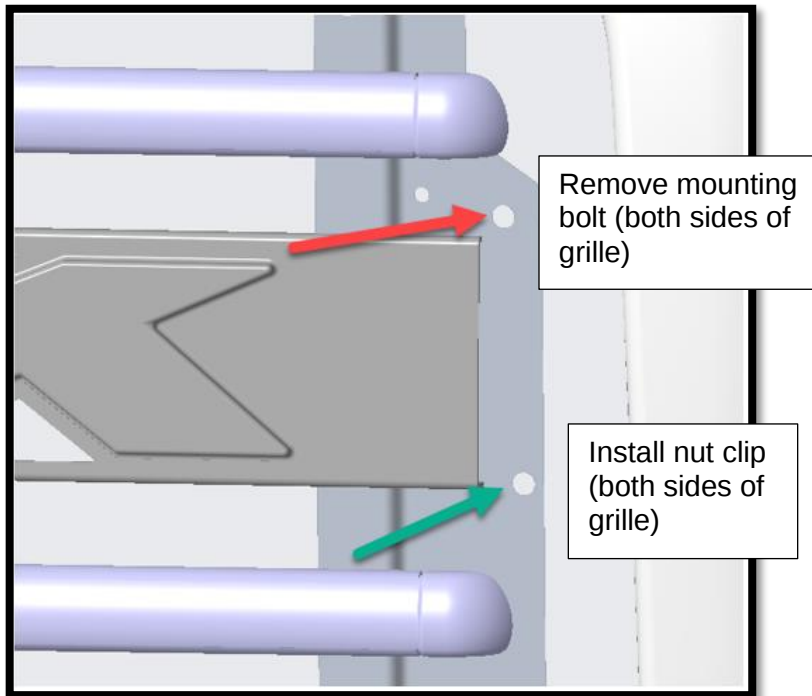
10. Disconnect connections between the front harness and the headlamp harness on both sides including the heated mirror connection.



11. Remove both headlamp harnesses by removing the grommets and feeding the connections through the open hole. You will have to snip all zip ties holding the harnesses in place.
12. Once the harness is removed, install the new supplied harness and grommet. The new harness will connect and route in the exact locations as the original harness but will have an extra connection for the new turn signal indicator.
13. Pre-assemble the two supplemental turn signal indicators with their brackets.



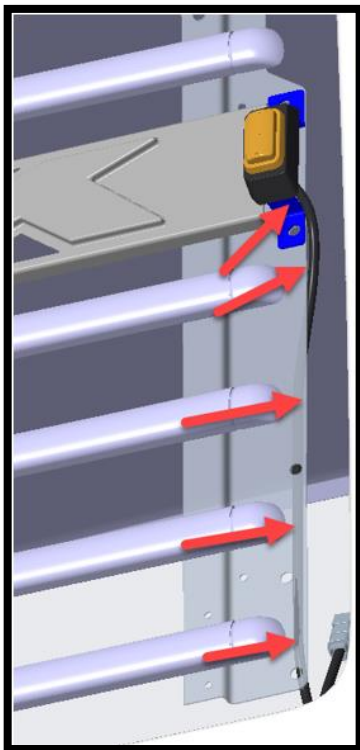
14. Remove the top mounting bolt in the grille on both the left- and right-hand side. Add a nut clip on the hole below on both left- and right-hand side.



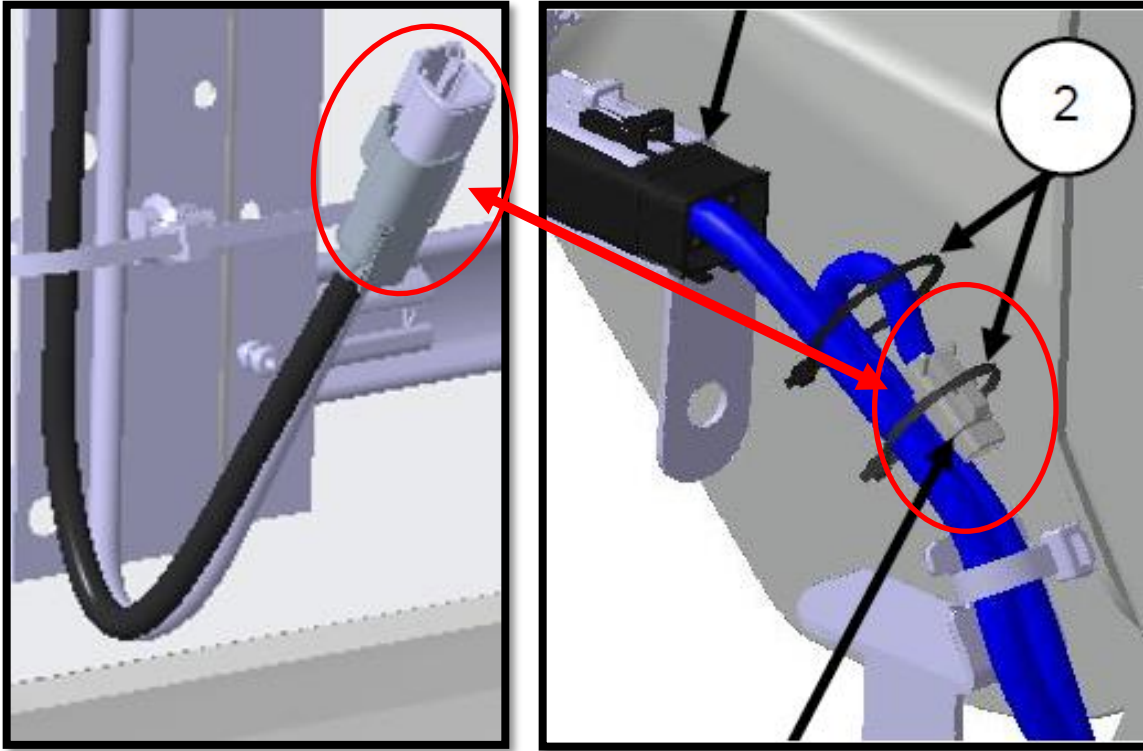
15. Mount supplemental turn signal indicator using supplied bolts. Torque to 3.5 ± 0.5 Nm.

Tightening Torque	
3.5 ± 0.5 Nm	

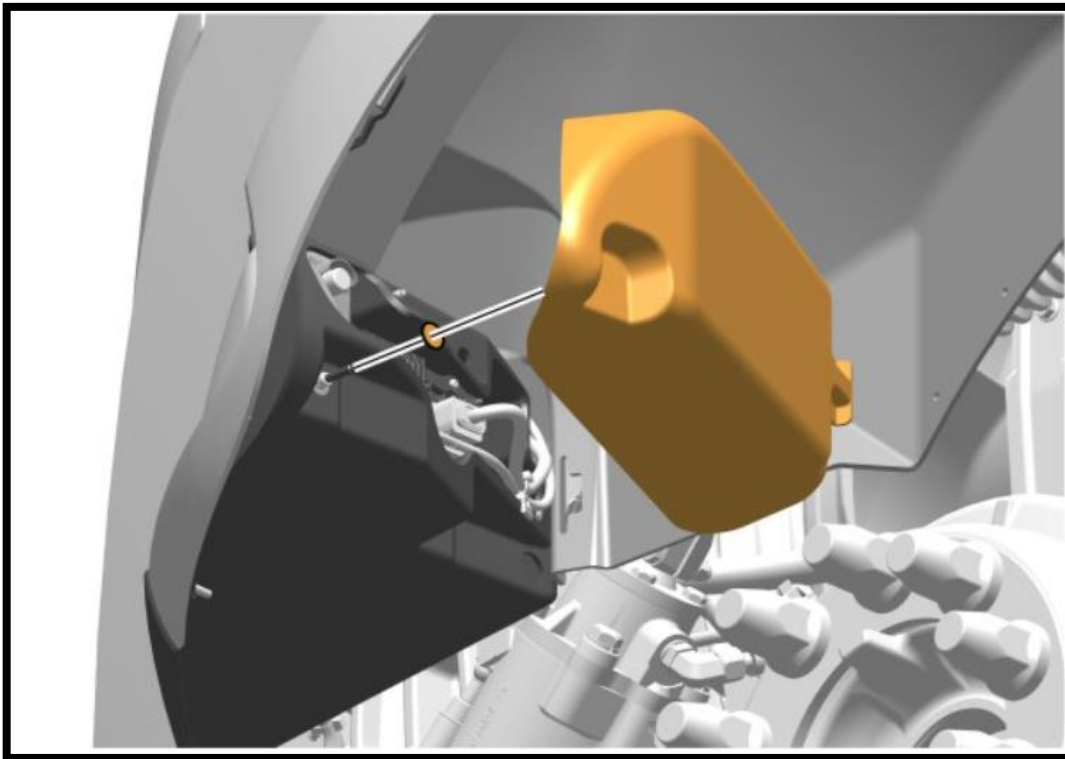
16. Route the auxiliary turn signal harness along the backside of the grille, securing it in the five locations seen in the image below.



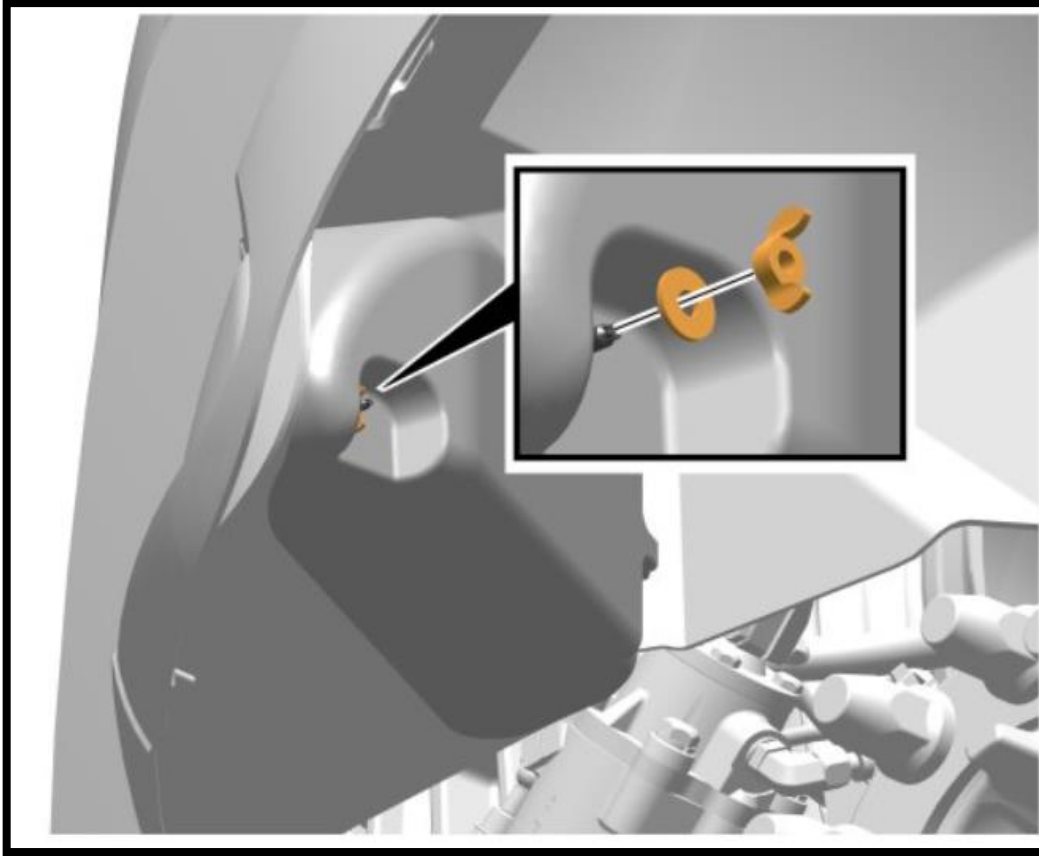
17. Connect turn signal indicator harness to the new connector on the headlamp harness on both the left-hand and right-hand side.



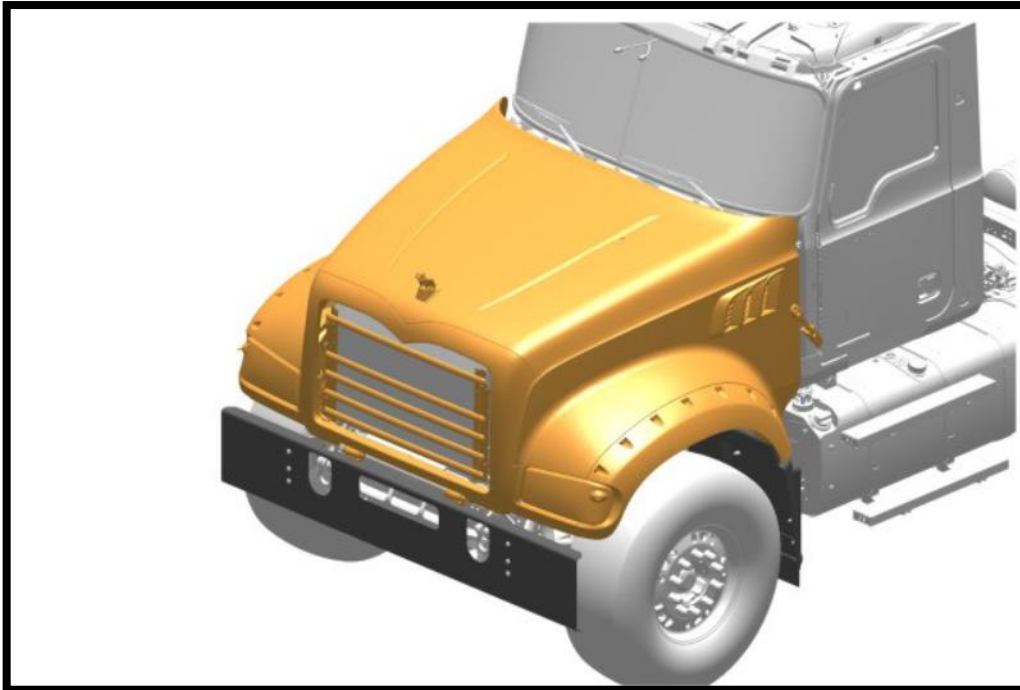
18. Reinstall headlamp cover.



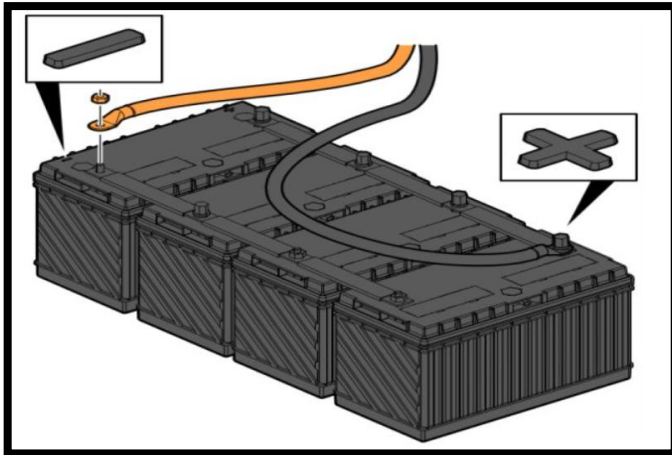
19. Reinstall the washer.



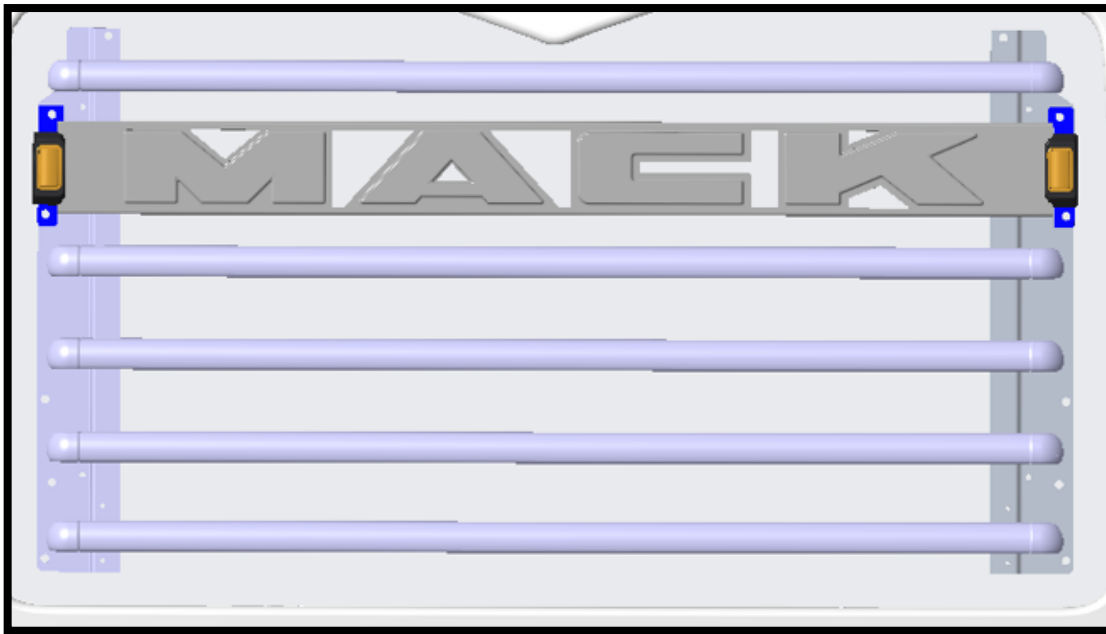
20. Lower and latch the hood.



21. Reconnect the cable to the negative terminal



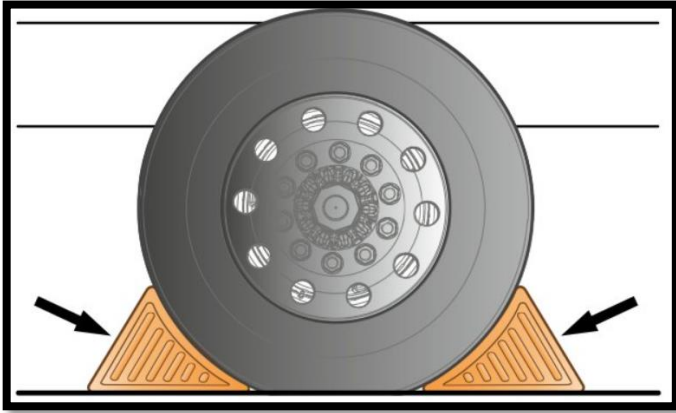
22. Check for proper function of all lights and turn signals. New indicators should operate in sync with headlamp turn signals. Install is complete.



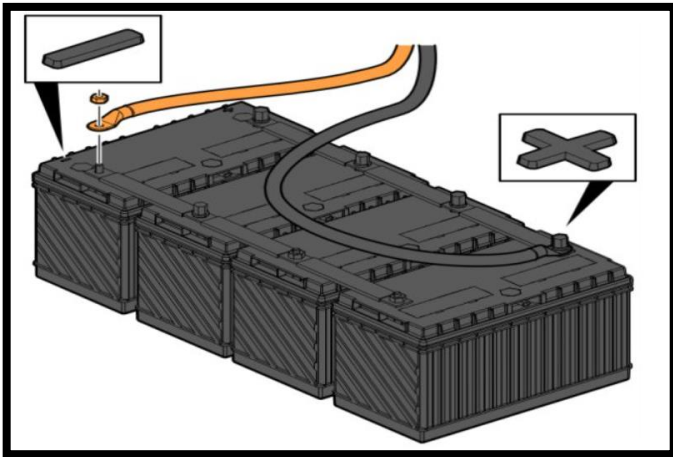
23. Return truck to service.

Repair Instructions
For 2014-2017 Vehicles

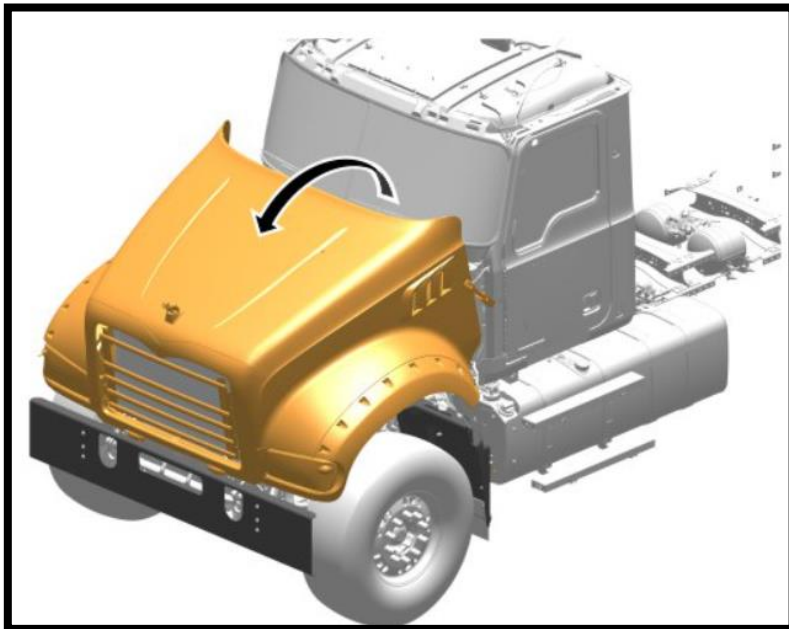
1. Park the vehicle on level surface.
2. Apply the parking brake.
3. Place the gear level in neutral.
4. Install the wheel chocks.



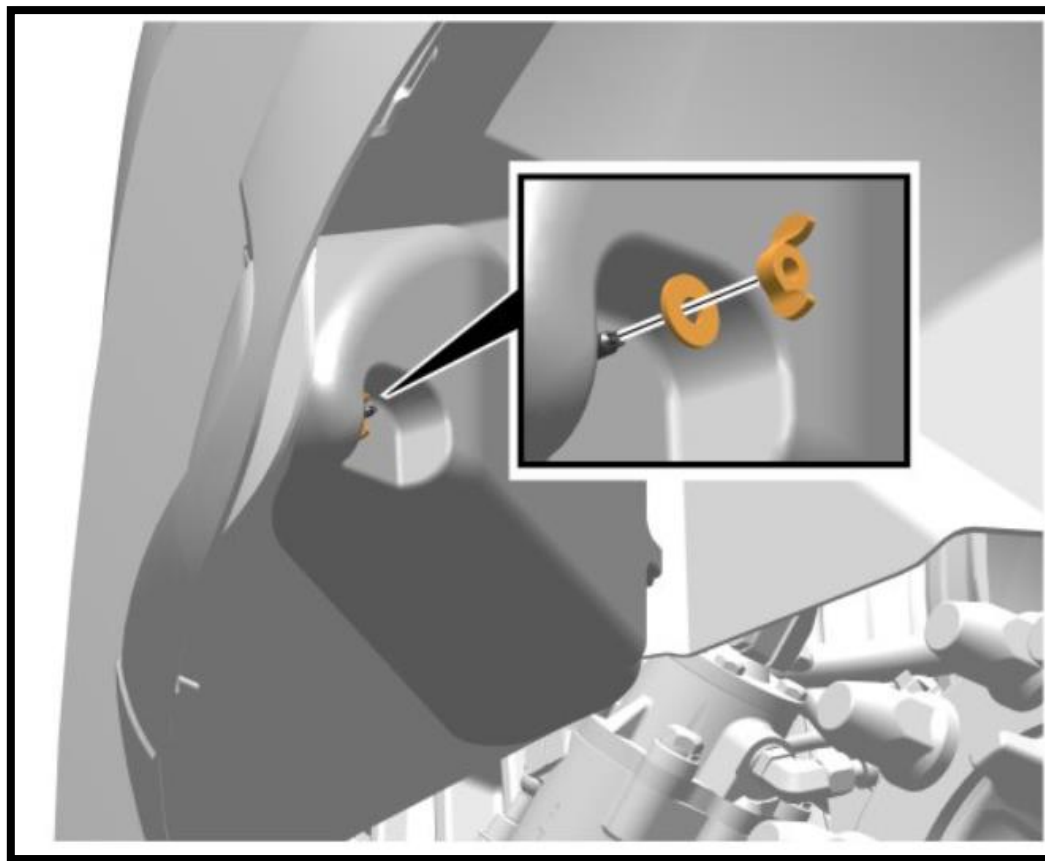
5. Disconnect the cable from the negative terminal.



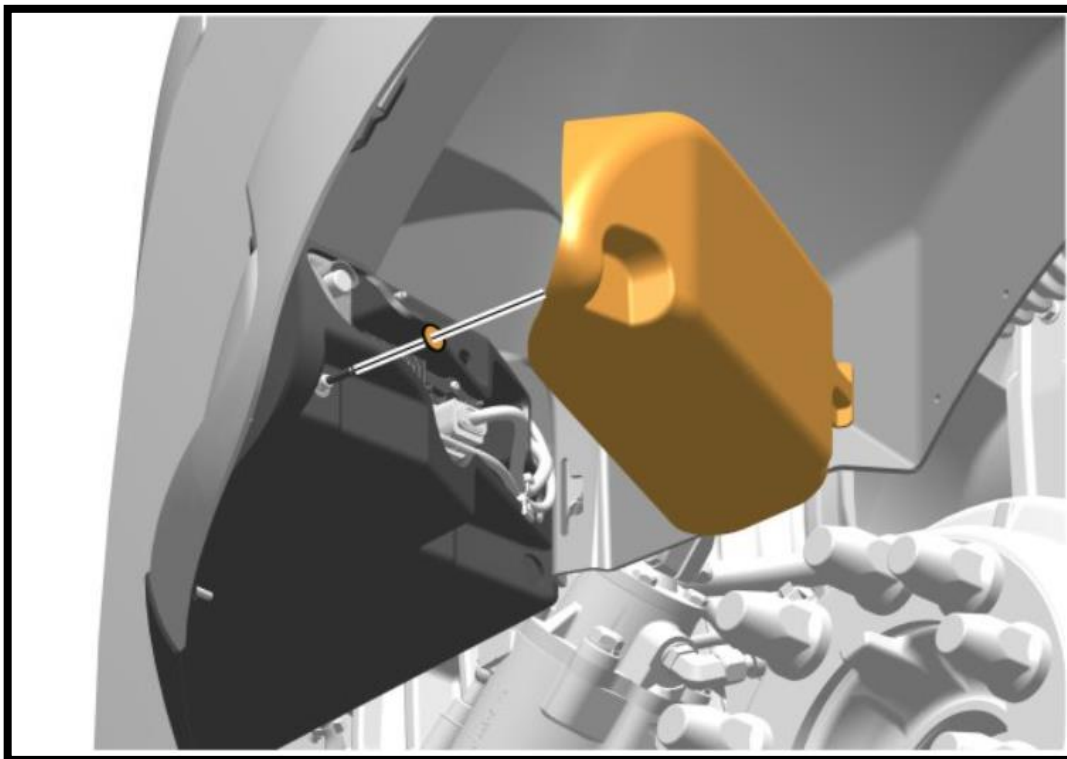
6. Unlatch and raise the hood.



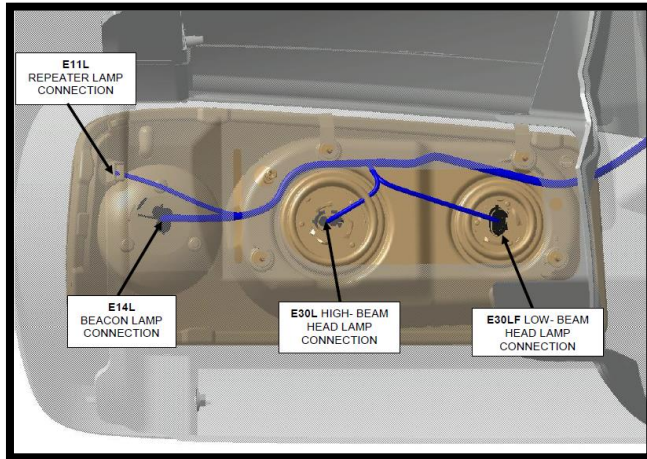
7. Remove the washer.



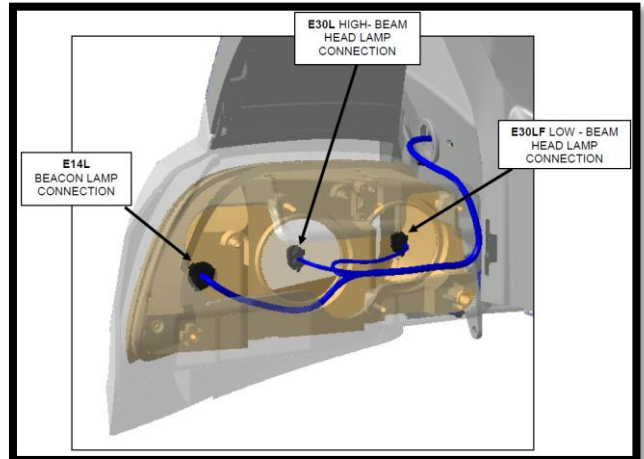
8. Remove the headlamp covers on both sides.



9. Disconnect all connectors to bulbs. Axle Forward trucks will have 4 connections and Axle Back trucks will have 3 connections.

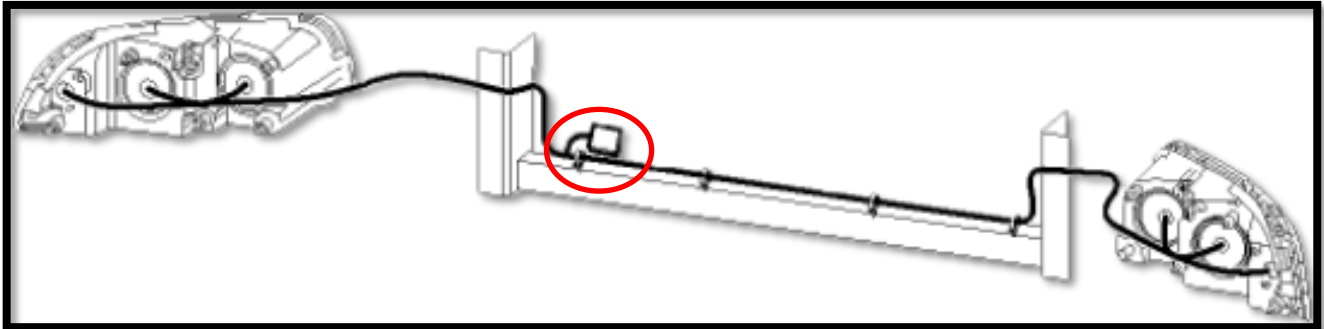


-Axle Forward 4 connections

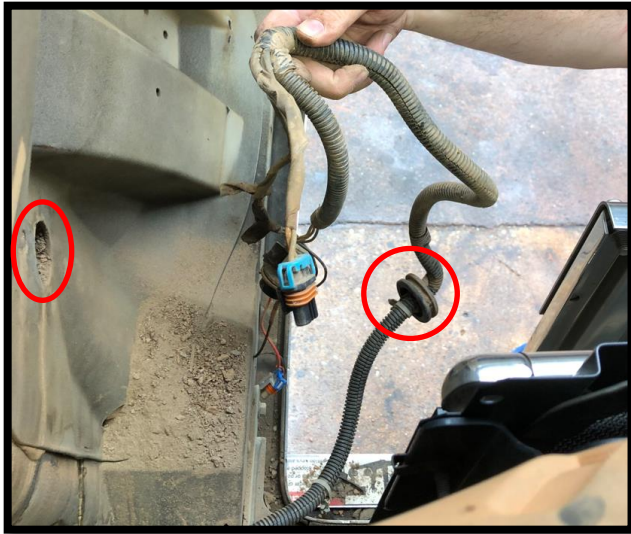


-Axle Back 3 connections

10. Disconnect connection between the front harness and the headlamp harness located along the bottom of the grille on the driver side.



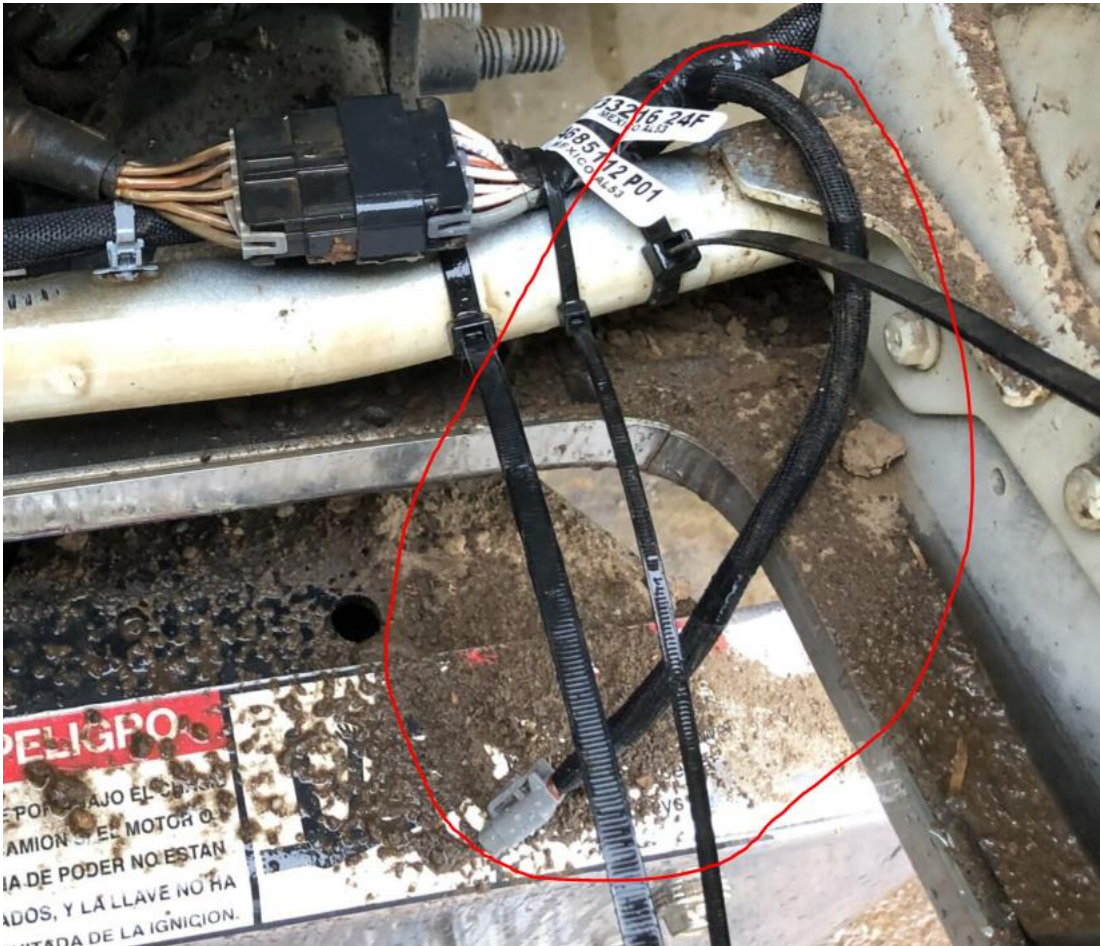
11. Remove both driver side and passenger side sections of the headlamp harness by removing the grommet and feeding the connections through the open hole. **There may be some older models that require headlight removal to remove the harness from the headlamp. IF that is required, follow Impact Procedure 3521-03-02-01 Headlamp Assembly, Replacement.**



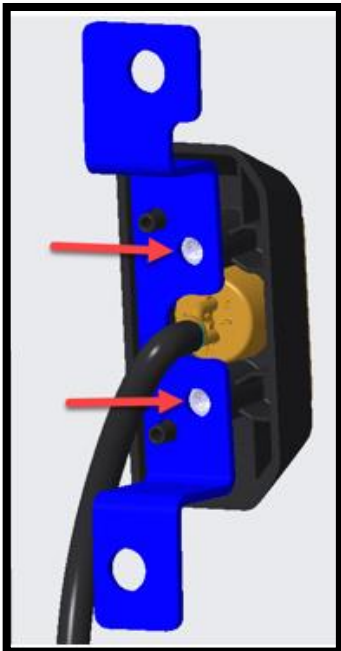
12. Pull all plastic tabs out holding the harness in place along the bottom of the grille and remove the harness.



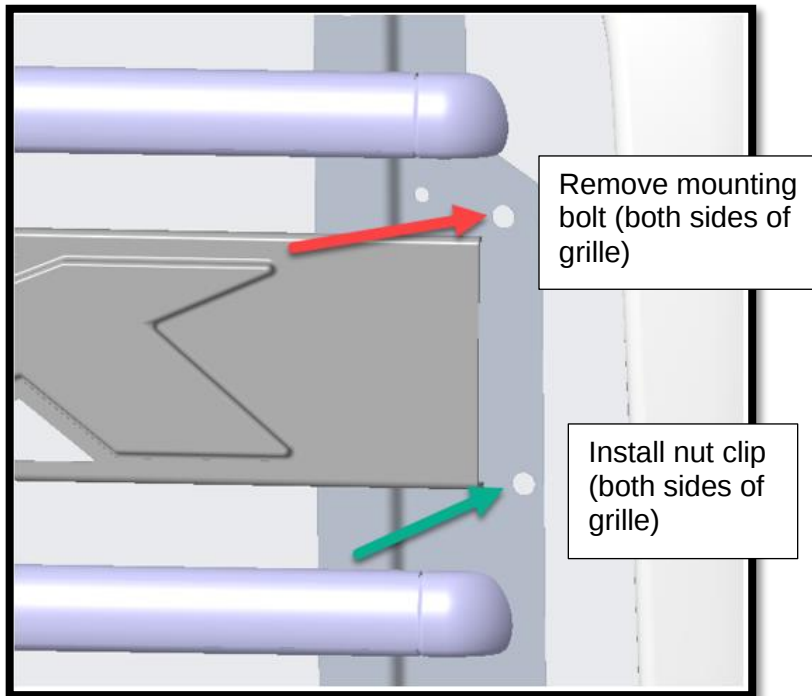
13. Once the harness is removed, install the new supplied harness and grommets. The new harness will connect and route in the exact locations as the original harness but will have an extra connection (see image) on either side for the new turn signal indicator.



14. Pre-assemble the two supplemental turn signal indicators with their brackets.



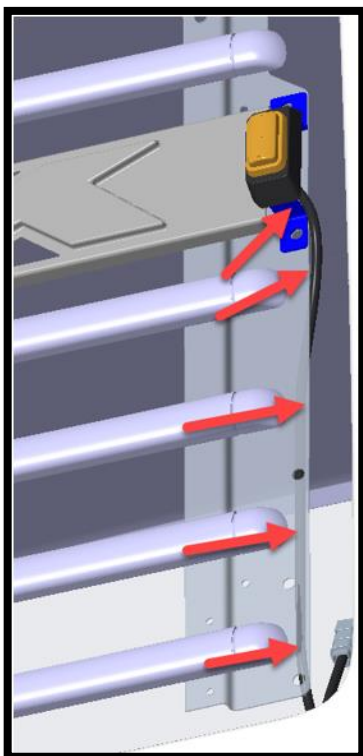
15. Remove the top mounting bolt in the grille on both the left- and right-hand side. Add a nut clip on the hole below on both left- and right-hand side.



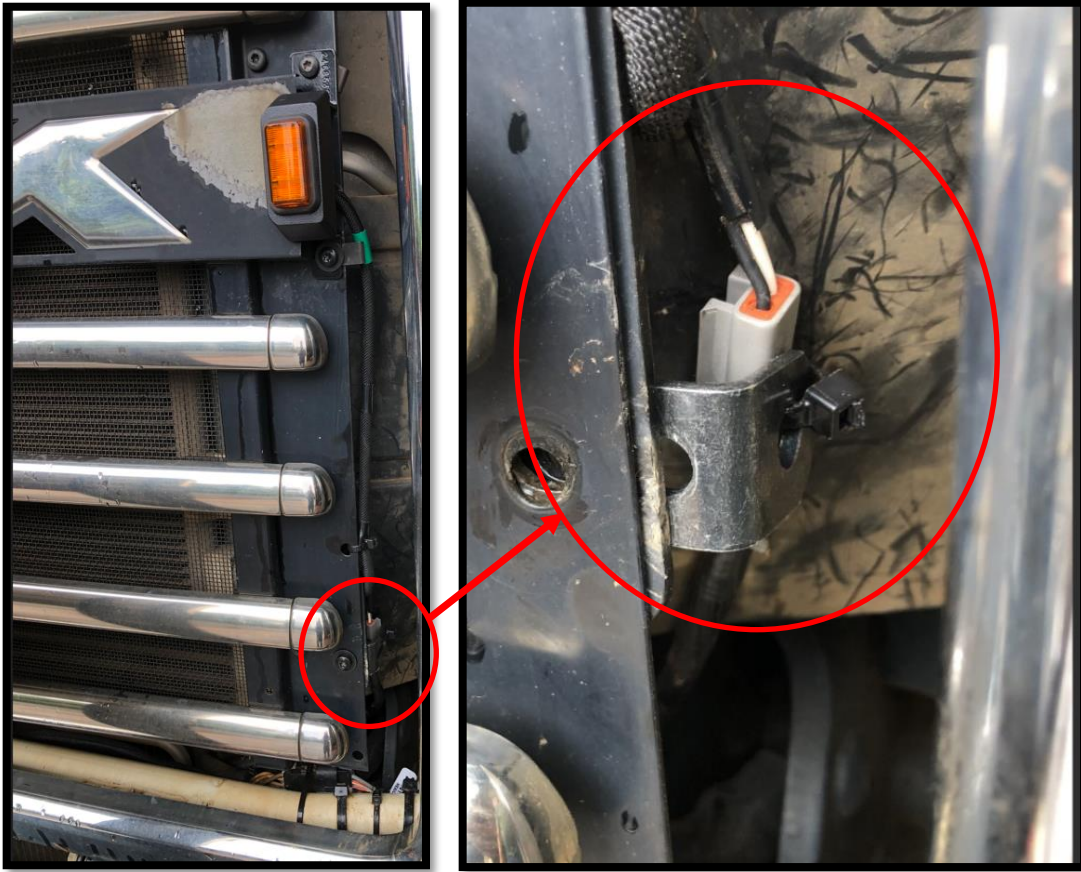
16. Mount turn signal indicator using supplied bolts. Torque to 3.5 ± 0.5 Nm.

Tightening Torque	
3.5 ± 0.5 Nm	

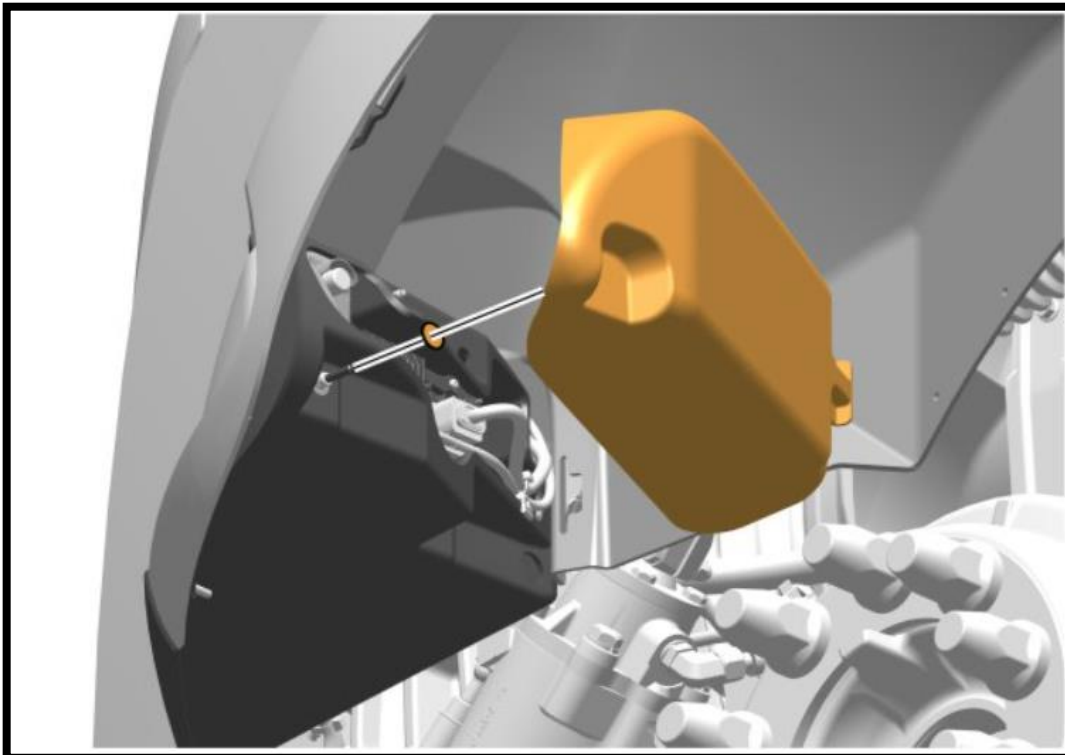
17. Route the auxiliary turn signal harness along the backside of the grille, securing it in the five locations seen in the image below.



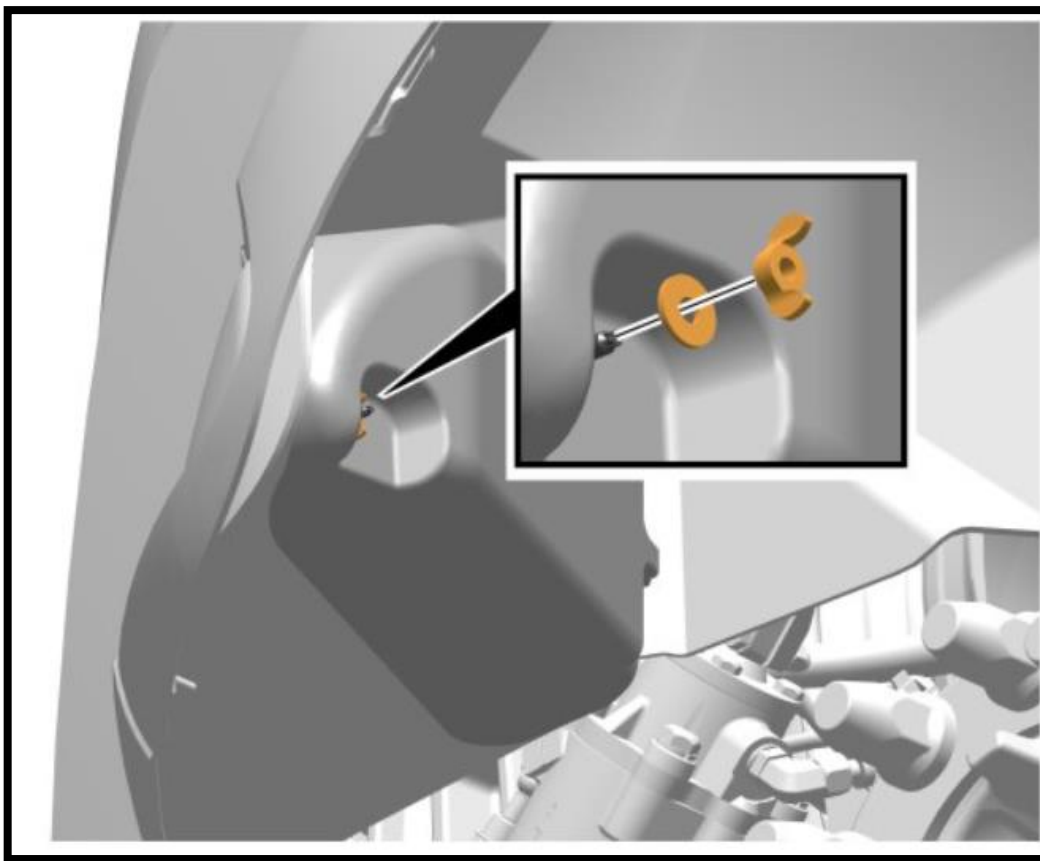
18. Connect turn signal indicator harness to the new connector on the headlamp harness on both the left-hand and right-hand side and zip tie out of the way using supplied bracket.



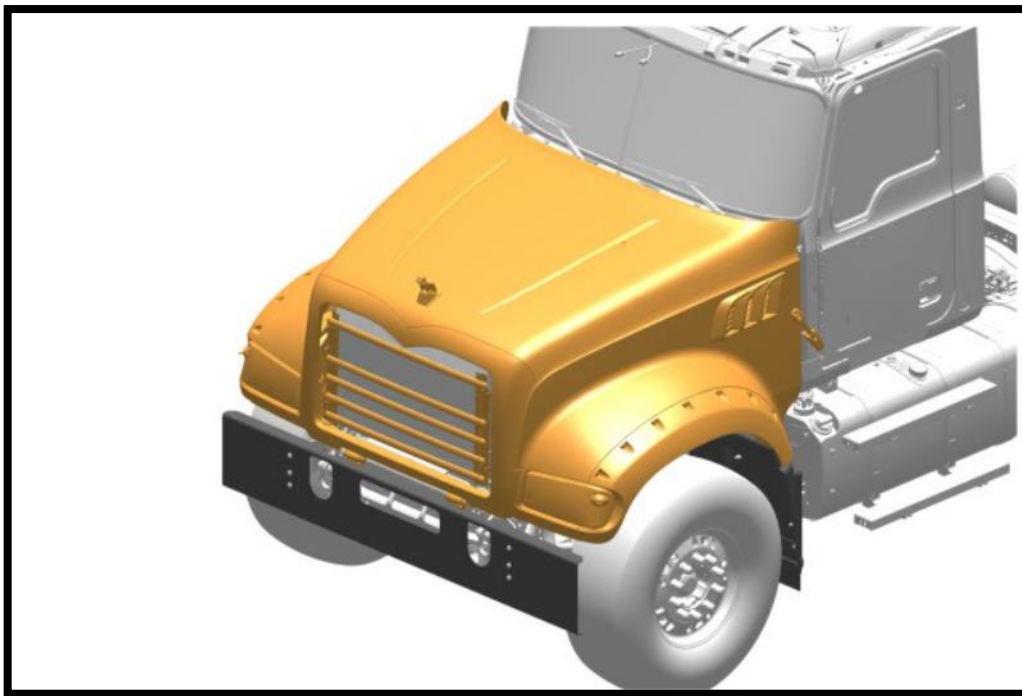
19. Reinstall headlamp covers on both sides.



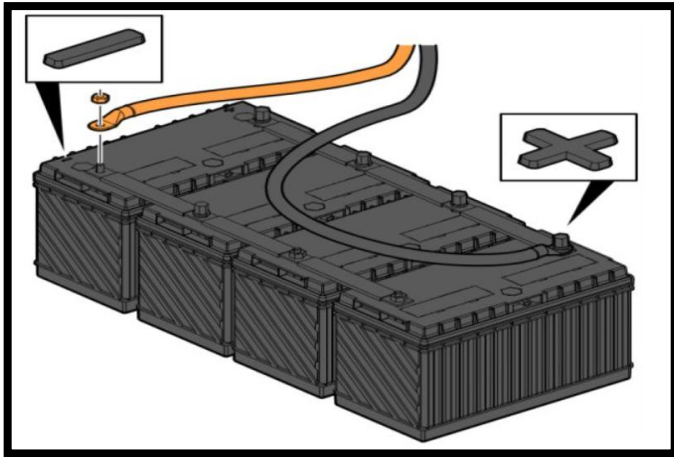
20. Reinstall the washer.



21. Lower and latch the hood.



22. Reconnect the cable to the negative terminal



23. Check for proper function of all lights and turn signals. New indicators should operate in sync with headlamp turn signals. Install is complete.



24. Return truck 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
Primary Labor Codes	
3730-03-02-01 Cable Harness, Headlamp, Replacement (ALL MODEL YEARS)	(0.4 x 1) 0.4 hrs
3526-18-02-04 Supplemental Turn Signal, New Install (ALL MODEL YEARS)	(0.5 x 1) 0.5 hrs
Labor Code (IF REQUIRED)	
3521-03-02-01 Headlamp Assembly, Replacement	(0.5 x 2) 1.0 hrs
1720-16-09-01 Campaign, General x5 (wedge lock replacement)	(0.1 x 5) 0.5 hrs
Causal Part	24685322
Authorization Number	C0345

Note: Dealers or the designated representatives are to perform Safety Recall 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 that 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.