

Safety Recall

Mack Trucks Inc.
Greensboro, NC USA



Date	Number	Release	Page
09.2023	SC0449	01	1(5)

Mack Medium Duty Steering Gear Hardware Torque MD6 and MD7

RECALL INFORMATION

(September 2023)

Mack has determined that certain model year 2024 Mack Medium Duty (“MMD”) chassis, were manufactured with a possible under torque condition on the steering gearbox mounting hardware.

The steering gear mounting fasteners to the frame rail may not be torqued to specification. The under-torqued fasteners could result in a loss of clamp load on the steering gearbox. Indication of this occurrence may include steering wander or a feeling of looseness in the steering.

To ensure that these vehicles meet Mack’s stringent quality requirements, a retorque of the affected fasteners will be required.

VEHICLES AFFECTED

Certain Mack MD6 and MD7 vehicles manufactured between June 23, 2023, through July 21, 2023.

VEHICLE QUANTITY

There are 409 vehicles affected by this recall (395 U.S., 14 Canada).

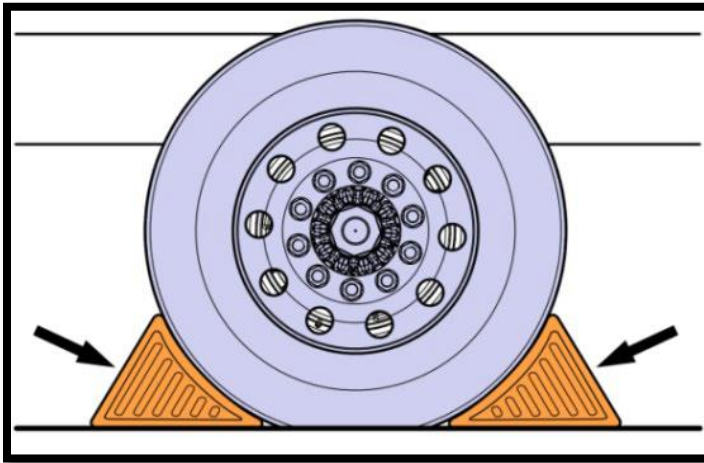
Parts

Order parts through normal process as needed.

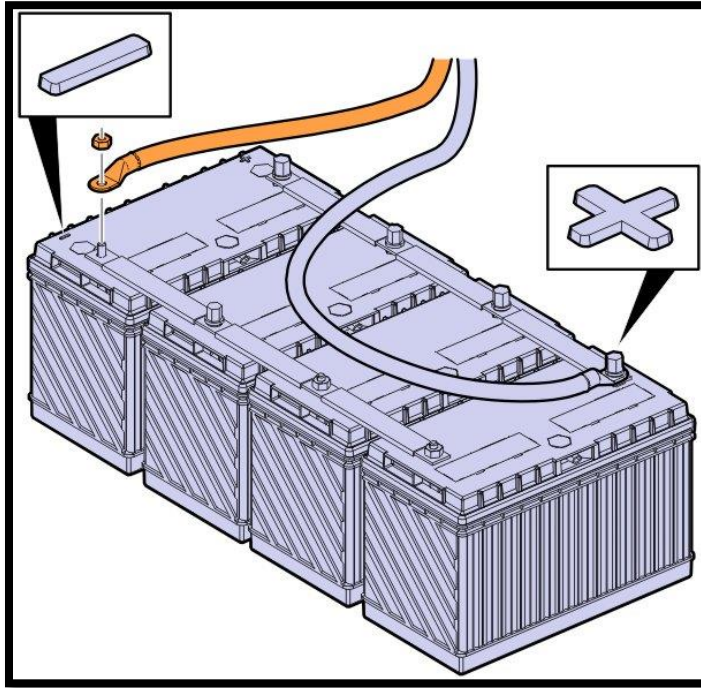
Part Number	Part description	Quantity
992482	Screw M20*140	As Needed
992477	Screw M20*90	As Needed
994875	Washer 21*36*3/4	As Needed
990973	Hex Nut M20*18*20	As Needed
23790726	Spacer 21mm ID X 44mm OD	As Needed

Repair Instructions

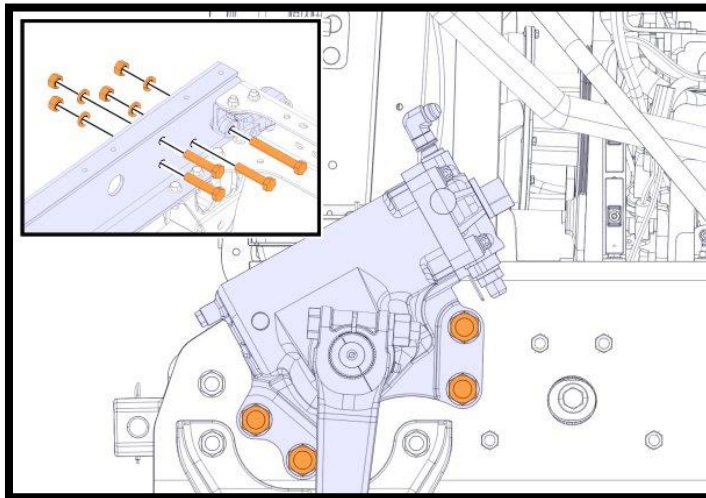
1. Secure vehicle for service by parking on a level surface.
2. Apply parking brake.
3. Place the transmission in neutral or park.
4. Install wheel chocks.



5. Disconnect the cable from the negative terminal.



6. Unlatch and raise the hood.
7. Locate the steering gearbox mounting fasteners-driver's side frame rail.
8. Torque the steering gearbox mounting hardware to spec.



Tightening Torque

Screws, Gearbox

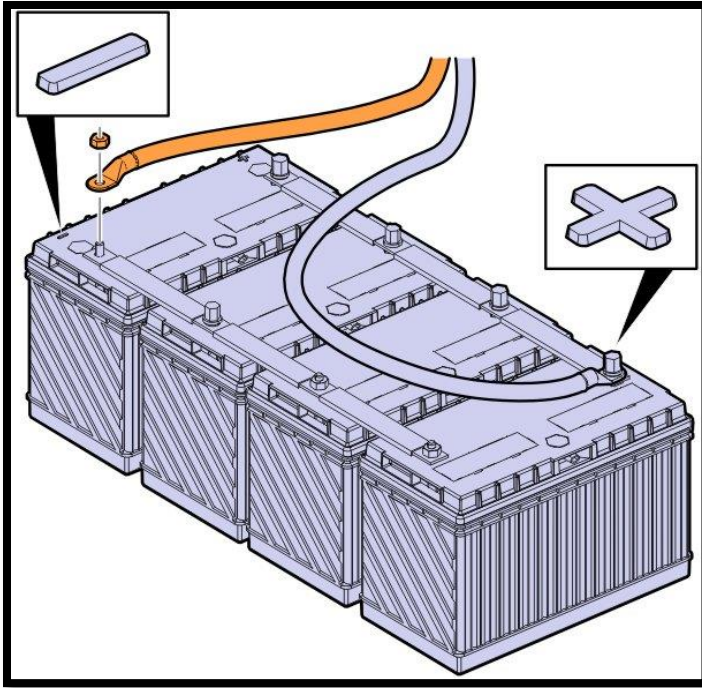
540 ± 40Nm (398 ± 30 lb-ft.)

Important Note

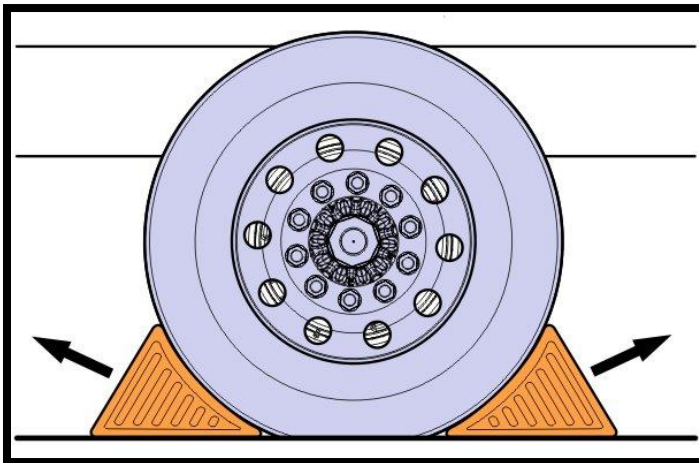
If any steering gearbox mounting hardware is found damaged, Replace it with new. **Refer to Impact instructions: 6421-03-02-01, Steering Gear, Replacement.**

***Only follow steps for replacing hardware.**

9. Connect the cable to the negative terminal.



10. Lower and latch the hood.
11. Remove the wheel chocks.



12. Release the vehicle to the customer.

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	
Primary Labor Code: 1720-16-09-01 Campaign, General X4 (0.1 X 4)	0.4
Causal Part	990973
Authorization Number	C0312

Note: Dealers 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 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.