

Safety Recall

Mack Trucks Inc.
Greensboro, NC USA



Date	Number	Release	Page
01.2024	SC0456	01	1(3)

Hendrickson Compositelite SC20, EXS20 – Steering Knuckle Bearing Journals GR

RECALL INFORMATION

(January 2024)

Mack has determined that some vehicles may be equipped with Hendrickson Compositelite EXS20 and SC20 steerable auxiliary lift axle suspension assemblies with bearing journals not fully seated to the backbones of the left and right-side steering knuckle assembly in order for the wheel end hub assemblies to be properly installed. Over an extended period of operation, use of the lift axle suspension assemblies in this condition can result in (1) the respective axle spindles to become loose from the steering knuckle assemblies or otherwise fracture and/or (2) wheel hub damage. This can result in foreign object debris on the roadway, increasing the risk of a crash and/or injury.

Mack Trucks has not received warranty claims, field reports, or service reports because of this issue.

To ensure that these vehicles meet Mack's stringent quality requirements, an inspection of the steerable lift axle will need to be performed and repaired as necessary by a Hendrickson representative. Follow the instructions below to schedule inspection/repair with corresponding Hendrickson personnel.

VEHICLES AFFECTED

Certain Mack Granite vehicles manufactured between September 27, 2023, through November 28, 2023.

VEHICLE QUANTITY

There are 5 vehicles affected by this recall (5 U.S)



Parts

Hendrickson will manage and track all shipments of Replacement Parts Service Kits. Hendrickson will be providing a representative to inspect and install the replacement parts.

Repair Instructions

To schedule the inspection and repair of the truck, please contact the corresponding Hendrickson Service Manager as seen below.

Hendrickson Regional Service Managers

<p>JAMES BURRIER Phone 330-933-5569 jburrier@hendrickson-intl.com</p> <p>Alabama, Kentucky, Mississippi, North Carolina, Tennessee, Virginia</p>	<p>BILL HODGKINSON Phone 226-231-0484 whodgkinson@hendrickson-intl.com</p> <p>Manitoba, Ontario</p>	<p>TONY KOCKRITZ Phone 360-607-5539 akockritz@hendrickson-intl.com</p> <p>Alaska, Oregon, Washington</p>	<p>JIM McDANIEL Phone 630-210-2670 jmcdaniel@hendrickson-intl.com</p> <p>Arkansas, Louisiana, Oklahoma, Texas</p>	<p>Director of Field Service</p>
<p>PETE CATARELLI Phone 631-605-5314 pcatarelli@hendrickson-intl.com</p> <p>Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont</p>	<p>RUDY JORDAN Phone 630-730-3991 rjordan@hendrickson-intl.com</p> <p>Arizona, California, Nevada, New Mexico</p>	<p>CHRIS LAHURE Phone 403-617-8096 clahure@hendrickson-intl.com</p> <p>Alberta, British Columbia, Saskatchewan</p>		<p>Corporate Technical Training Manager</p>
<p>CALVIN DOPP Phone 330-933-5571 cdopp@hendrickson-intl.com</p> <p>Colorado, Idaho, Montana, Utah, Wyoming</p>	<p>DAVID KNAPP Phone 614-314-0169 dknapp@hendrickson-intl.com</p> <p>Michigan, Ohio, West Virginia</p>	<p>RICHARD LAROCQUE Phone 613-305-4257 rlarocque@hendrickson-intl.com</p> <p>Labrador, New Brunswick, Newfoundland, Nova Scotia, Prince Edward Island, Quebec</p>		<p>BOB BORSOM Cellular 770-696-7390 bborsom@hendrickson-intl.com</p>
<p>STEVE GEORGE Phone 765-535-8529 sgeorge@hendrickson-intl.com</p> <p>Florida, Georgia, South Carolina</p>	<p>JOHN KNUTSON Phone 630-640-3640 jknutson@hendrickson-intl.com</p> <p>Minnesota, North Dakota, South Dakota, Wisconsin</p>	<p>DEAN LEWIS Phone 630-390-0648 dlewis@hendrickson-intl.com</p> <p>Illinois, Indiana, Iowa, Kansas, Missouri, Nebraska</p>		

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Please reach out to campaign@volvo.com if you have any questions or concerns.

REIMBURSEMENT

<p>This repair is covered by an authorized Safety Recall. Reimbursement is obtained through the normal claim handling process.</p>	
	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 X 60	SRT (0.1 x 60) 6.0 hrs.
Causal Part	EXS20, SC20
Authorization Number	C0341

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.