



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 6, 2024

Mr. Gerard Hones  
Mack Trucks, Inc.  
7900 National Service Road  
Greensboro, NC 27409

NEF-107DC  
24V-399

**Subject:** Loss of Steering and Drive Power

Dear Mr. Hones:

This letter serves to acknowledge Mack Trucks, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
MACK/MD (ELECTRIC)/2024

**Mfr's Report Date:** June 4, 2024

**NHTSA Campaign Number:** 24V-399

**Components:**  
ELECTRICAL SYSTEM:PROPULSION SYSTEM:TRACTION BATTERY:MANAGEMENT SYSTEM/  
ENERGY CONTROL MODULE (BMS/BECM):SOFTWARE

**Potential Number of Units Affected:** 24

**Problem Description:**

Mack Trucks, Inc. (Mack) is recalling certain 2024 MMDe electric trucks. The battery management system software may cause the high-voltage battery to shut down, which can result in a sudden loss of steering control and drive power.

**Consequence:**

A sudden loss of steering control and drive power increases the risk of a crash.

**Remedy:**

Owners are advised not to drive their vehicles until the remedy has been completed. Dealers will update the battery management system software, free of charge. Owner notification letters are expected to be mailed August 2, 2024. Owners may contact Mack customer service at 1-800-866-1177. Mack's number for this recall is SC0464.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Mack Trucks, Inc.'s contact for this recall will be Debora Crews who may be reached by email at [debora.crews@dot.gov](mailto:debora.crews@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement