

Part 573 Safety Recall Report

24V-168

Manufacturer Name : Mack Trucks, Inc.

Submission Date : MAR 01, 2024

NHTSA Recall No. : 24V-168

Manufacturer Recall No. : SC0459



Manufacturer Information :

Manufacturer Name : Mack Trucks, Inc.

Address : 2100 Mack Boulevard

PO Box M Allentown PA 18105-5000

Company phone : 610-709-2131

Population :

Number of potentially involved : 35

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2025 Mack Granite

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population is vehicles built with auxiliary axles which have an overstated gross axle weight rating (GAWR) for that axle and improper GAWR printed on the label. The axle rating is less due to customer tire selection and were not de-rated on the label. This applies to 35 Mack/Granite/MY 2024/2025

Production Dates : MAR 23, 2023 - FEB 13, 2024

VIN Range 1 : Begin : 1M2GR2NC9RM004472 **End :** 1M2GR2NC6SM005455 Not sequential

Description of Noncompliance :

Description of the Noncompliance : Vehicles equipped with auxiliary axles equipped with tires as specified by the customer have an incorrect weight value for the auxiliary axle. The auxiliary axle rating of the vehicle is lower than identified on the vehicle label.

FMVSS 1 : 567 - Certification

FMVSS 2 : NR

Description of the Safety Risk : Improper value value shown on label could subject vehicle to misuse, which could result in a crash.

Description of the Cause : When specifying tires by customer order on the auxiliary axle, program failed to correctly calculate auxiliary axle rating value on the vehicle certification label.

Identification of Any Warning that can Occur : No warnings exist for this condition.

Involved Components :

Component Name 1 : Label

Component Description : Axle Weight Cert

Component Part Number : 25113938

Supplier Identification :

Component Manufacturer

Name : Mack Trucks

Address : 7825 National Service Rd.
Greensboro North Carolina 27409-9667

Country : United States

Chronology :

February 6, 2024 Mack Manufacturing receives information that there may be a calculation issue related to tag axles where axle load is calculated.

February 12, 2024 Mack Manufacturing identifies that they have vehicles impacted by the calculation issue at the factory and initiates an internal campaign.

February 14, 2024 Product Safety Office is informed of a potential issue in compliance with 49CFR 567 for vehicle and an investigation is opened.

February 21, 2024 Investigation findings are reviewed with Product Compliance Committee and recommendation that this be brought to Product Safety Committee.

February 26, 2024 Product Safety Committee meets and reviews evaluation and determines that a product noncompliance exists and a recall will be performed.

March 1, 2024 DIR 573 Report filed with NHTSA

There have been no accidents or injuries related to this issue, there have been no warranty claims, field reports or customer complaints associated with this issue.

Description of Remedy :

Description of Remedy Program : Vehicles will be recalled and remedy program will be to remove the existing incorrect label and replace it with a corrected label. Reimbursement for the recall will be covered by Manufacturer's Reimbursement Plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The remedy component has the correct auxiliary axle rating data on it. Label, Axle Weight Cert, 25113938

Identify How/When Recall Condition was Corrected in Production : Vehicles at our assembly facility were quarantined February 14, 2024 and corrected prior to any shipment.

Recall Schedule :

Description of Recall Schedule : Dealer notification will begin on March 8, 2024 and owner notification will begin on or before April 26, 2024

Planned Dealer Notification Date : MAR 08, 2024 - MAR 08, 2024

Planned Owner Notification Date : APR 26, 2024 - APR 26, 2024

* NR - Not Reported