

Part 573 Safety Recall Report

24V-398

Manufacturer Name : Mack Trucks, Inc.

Submission Date : JUN 09, 2024

NHTSA Recall No. : 24V-398

Manufacturer Recall No. : SC0465



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 : 860

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2025-2025 Mack ANTHEM (AN)/GRANITE (GR)/TERRAPRO (TE)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population is defined by vehicles built from April 11, 2024 through May 24, 2024 that may have been built with suspect draglinks.

There are 860 Mack ANTHEM (AN), GRANITE (GR) and TERRAPRO (TE) Model Year 2025 vehicles impacted.

Production Dates : APR 11, 2024 - MAY 24, 2024

VIN Range 1 : Begin : 1M2GR2GC9SM044540 End : 1M1AN4GY1SM052709 Not sequential

Description of Defect :

Description of the Defect : Vehicles may have been built with draglinks containing a ball stud with improper heat treatment.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Failure of the ball stud could result in a sudden loss of steering which increases the risk of a crash.

Description of the Cause : Supplier mixed improperly hardened ball studs, resulting from experimental heat treatment process, with production-ready ball studs shipped to manufacturers.

Identification of Any Warning that can Occur : There is no warning prior to occurrence.

Involved Components :

Component Name 1 : LINK

Component Description : ROD

Component Part Number : 20966804

Supplier Identification :

Component Manufacturer

Name : USK Internacional S.A.de C.V.

Address : Avenida Huehuetoca S/N
Cuautitlan Izcalli Foreign States 54713

Country : Mexico

Chronology :

May 25, 2024: Mack was notified from supplier of the potential that experimental ball studs were shipped in error.

May 28, 2024: Product Safety Evaluation Committee informed of a potential issue involving experimental heat treated ball studs. Investigation opened with testing results on-going.

May 29, 2024: Failure of the ball stud during vehicle operations within our factory with no personnel injury or property damage.

May 30, 2024: Product Safety Evaluation Committee evaluates and raises to Product Safety Committee.

May 30, 2024: Product Safety Committee determination of product defect. The committee also determined that owners must be notified and instructed to not drive their vehicles until repairs have been completed.

There have been no accidents or injuries associated with this issue, there have been no warranty, or customer complaints. There is one occurrence of a ball stud failure at the factory.

Description of Remedy :

Description of Remedy Program : Vehicles will be recalled. The remedy will consist of an inspection for the impacted date range. Any suspect draglinks will be replaced. Reimbursement for the recall will be covered by Manufacturer's Reimbursement Plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : Remedied component will have a properly heat treated ball stud. PN# 20966804 LINK-ROD

Identify How/When Recall Condition was Corrected in Production : An Internal Campaign was launched to correct vehicles in production May 28, 2024.

Recall Schedule :

Description of Recall Schedule : Dealer notification will begin on June 11, 2024 and owner notification will begin on or before August 3, 2024.

Planned Dealer Notification Date : JUN 11, 2024 - JUN 11, 2024

Planned Owner Notification Date : AUG 02, 2024 - AUG 02, 2024

* NR - Not Reported