Part 573 Safety Recall Report 24V-399

Manufacturer Name : Mack Trucks, Inc.
Submission Date : JUN 04, 2024
NHTSA Recall No. : 24V-399
Manufacturer Recall No. : SC0464

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 : 24
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Mack MMDe
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : HYBRID ELECTRIC
Descriptive Information : The recall population is vehicles produced with the suspect Battery Management System software, and no longer under control of the factory.

Mack/MMDe/2024

Production Dates : JUN 22, 2023 - DEC 12, 2023
VIN Range 1 : Begin : 1M2MDCAA2RS012503 End : 1M2MDCAA7RS013744 ☑ Not sequential

Description of Defect :

Description of the Defect : Mack Medium Duty electric vehicles built with the current Battery Management System software may result in a sudden loss of power during a perceived overcharged condition.
FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : The sudden loss of motive power and steering may result in an increased risk of crash.
Description of the Cause : Battery Management System software did not manage regeneration at high State of Charge potentially allowing vehicle shutdown.
Identification of Any Warning that can Occur : There is no warning prior to failure.

Involved Components :

Component Name 1 :	Software
Component Description :	BMS
Component Part Number :	April Release

Supplier Identification :

Component Manufacturer

Name :	Exro
Address :	436 Alaska Avenue Torrance California 90503
Country :	United States

Chronology :

October 20, 2023: A project vehicle experienced a loss of motive power while driving along a 5% downhill grade.
October 24, 2023: Mack Trucks documents the case in an internal problem resolution system.
January 23, 2024: The problem resolution team started their investigation.
February 15, 2024: The Product Safety Evaluation committee initiated a PSRI on this issue.
May 28, 2024: Findings from the investigation are reviewed by the Product Safety Evaluation Committee and the recommendation is that this be brought to Product Safety Committee.
May 30, 2024: The Product Safety Committee meets and decides that a product safety defect exists. 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 related to this issue, there have been no warranty claims, field reports or customer complaints associated with this issue. There is one occurrence on a pre-production vehicle.

Description of Remedy :

Description of Remedy Program :	Vehicles will be recalled. The BMS will be updated to manage regenerative braking and High State of Charge. Reimbursement for the recall will be covered by Manufacturer's Reimbursement Plan on file with NHTSA.

How Remedy Component Differs from Recalled Component :	The updated BMS software will manage regenerative braking during a High State of Charge. Software, BMS, June Release.
Identify How/When Recall Condition was Corrected in Production :	A Stop shipment was implemented on May 30th, 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