

Part 573 Safety Recall Report

24V-447

Manufacturer Name : Mack Trucks, Inc.

Submission Date : JUN 26, 2024

NHTSA Recall No. : 24V-447

Manufacturer Recall No. : SC0467



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 : 9 %

Vehicle Information :

Vehicle 1 : 2024-2024 Mack MD (Electric)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : The recall population are Mack MD (ELECTRIC) vehicles produced with possibly incorrectly assembled High Voltage (HV) connectors, and no longer under control of the factory.

There are 24 Mack MD (ELECTRIC) Model Year 2024 vehicles impacted with this issue.

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 MD (ELECTRIC) vehicles may not have the mechanical connector lock properly engaged for the High Voltage cable. An improperly locked connector may come loose over time, and may result in a sudden loss of power.

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 : Due to insufficient operator training, the connector lock may not be properly secured.

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

Involved Components :

Component Name 1 : ESS

Component Description : Electrical Storage System

Component Part Number : 24587012

Supplier Identification :

Component Manufacturer

Name : Exro/SEA Electric, LLC

Address : 436 Alaska AVenue

Torrance California 090503

Country : United States

Chronology :

May 21, 2024: Problem identified during a Product Audit.

May 22, 2024 - May 31, 2024: Internal campaign of 21 units identified 2 units with faulty connections.

May 28, 2024: Product Safety Evaluation committee initiated a PSRI on this issue.

May 30, 2024: Findings from the investigation are reviewed by Product Safety Evaluation Committee and the recommendation is that this be brought to Product Safety Committee.

June 10, 2024: Additional findings from the investigation are reviewed by Product Safety Evaluation Committee and the recommendation is that this be brought to Product Safety Committee.

June 11, 2024: Product Safety Committee meets and decides that a product safety defect exists. The committee also determined that owners must be notified and strongly recommended 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.

Description of Remedy :

Description of Remedy Program : Vehicles will be recalled.
Vehicles will be inspected by technicians and properly lock the connector as necessary, free 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 remedied component has the connector lock properly engaged.

ESS (Electrical Storage System) P/N# 24587012

Identify How/When Recall Condition was Corrected in Production : Internal campaign was implemented to inspect and correct vehicles in production. Internal Campaign completed May 31, 2024.

Recall Schedule :

Description of Recall Schedule : Dealer notification will begin on June 21, 2024 and owner notification will begin on or before August 2, 2024.

Planned Dealer Notification Date : JUN 21, 2024 - JUN 21, 2024

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

* NR - Not Reported