

NON-COMPLIANCE RECALL

Mack Trucks Inc.
Greensboro, NC USA



Date	Number	Release	Page
05.2024	SC0463	01	1(3)

Mack Incorrect GAWR Drive Axle Label MD

RECALL INFORMATION

(May 2024)

Mack Trucks has determined that certain 2024 to 2025 model year MD vehicles equipped with drive axles equipped with tires as specified by the customer have an incorrect weight value for the drive axle. The drive axle rating of the vehicle is lower than identified on the vehicle label. Improper value shown on the label could subject the vehicle to misuse, which could result in a crash.

Mack Trucks has not received warranty claims, field reports, or service reports because of this issue.

To ensure that these vehicles meet Mack's stringent quality requirements, follow the instructions outlined below to remove the old GVWR/GAWR label in the door jamb and replace with a new label.

VEHICLES AFFECTED

Certain Mack MD vehicles manufactured between April 17, 2023, through March 20, 2024.

VEHICLE QUANTITY

There are 18 vehicles affected by this recall. (18 US)

Parts Information

Ordering Process:

When ordering a vehicle label, an E-service case must be started.

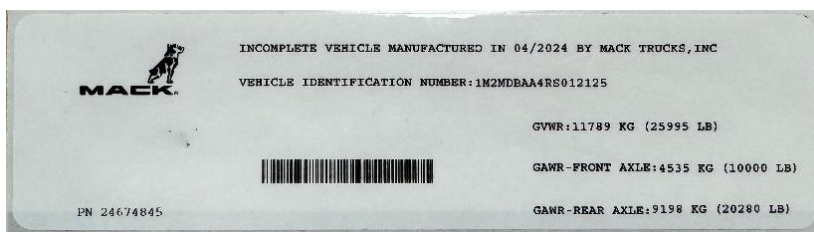
- Start an E-Service under the Parts Specifications Group.
- Reference the recall number in the description field of the E-Service.
- Parts Specification Group will recreate the label and FedEx it at no cost to the dealer.

Important Parts Note

- Only one VIN is allowed per E-service case.
- The dealer will not be invoiced for the new label.
- The dealer will not need to complete the standard (Vehicle Certification Label Application)

Repair Instructions

1. Secure Vehicle for Service.
2. Apply the parking brake.
3. Place the transmission in neutral or park.
4. Install the wheel chocks.
5. Open the driver's door.
6. Use a plastic scraper and adhesive remover to remove the old GVWR/GAWR label.
7. Install the new GVWR/GAWR label in the door jamb.
8. Remove the wheel chocks.
9. Release the vehicle to the customer.



REIMBURSEMENT

This repair is covered by an authorized Safety Recall. Reimbursement is obtained through the normal claim handling process.	
	UCHP Reimbursement
Claim Type (used only when uploading from the Dealer Business System)	40
Recall Status	
Vehicle repaired per instructions	1-Modified per instructions
Labor Codes	
1720-16-09-01 Campaign, General (0.1 x 3)	0.3
Causal Part	24674845
Authorization Number	C0370

Note: Dealers or the designated representatives are to perform this Non-Compliance Recall on all subject vehicles at no charge to the vehicle owner regardless of mileage, age of vehicle or ownership (original purchaser or subsequent purchasers). Whenever vehicles that are subject to a Non-Compliance Recall are brought to your dealership for service, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is released to the owner.