

From: [REDACTED]
To: [REDACTED]
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Subject: Mack Trucks: Do Not Drive Notice - draglinks
Date: Monday, June 3, 2024 10:18:37 AM
Attachments: [image001.png](#)
[SC0465 - Steering Draglink - Vin List.xlsx](#)

Hello,

Mack Truck's Product Safety Committee has voted that certain Heavy Duty Vehicles may have been built with a safety related defect on the draglinks. The issue with draglinks is pertaining to the ball stud with improper heat treatment. This could result in a sudden loss of steering. **The committee also determined that owners must be notified and instructed to not drive their vehicles until recall repairs have been completed.**

Once, we have an approved remedy (repair) another communication will be sent out.

Here is a high level summary of the issue:

Description of the defect:

Mack Heavy Duty vehicles have been built with draglinks containing a ball stud with improper heat treatment. This could result in a sudden loss of steering.

Make, Model, and Model Year:

Mack, Models AN, GR and TE, MY 2025.

Period during which vehicles were manufactured:

April 11, 2024 through May 24, 2024.

Population:

1001 with an estimated defect rate of 100 % (790 U.S. 140 Canada, 71 Export).

Product Safety Committee Decision Date:

May 30, 2024 Product Safety Defect Determination was made. The committee also determined that the owners should be notified and instructed to Do Not Drive until repairs have been completed.

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Director, Service Market Engineering

Volvo Group Trucks NA

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