



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

**1200 New Jersey Avenue SE  
Washington, DC 20590**

November 24, 2025

25V801

Corey Martin  
Mack Trucks, Inc.  
7900 National Service Rd  
Greensboro, NC 27409

**Subject:** Load Lock Clamps May Fail

Dear Corey Martin:

This letter serves to acknowledge Mack Trucks, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MACK/PIONEER (PR)/2025-2026

**Mfr's Report Date:** November 20, 2025

**NHTSA Campaign Number:** 25V801

**Components:**

EQUIPMENT:MECHANICAL

**Potential Number of Units Affected:** 46

**Problem Description:**

Mack Trucks, Inc. (Mack) is recalling certain 2025-2026 Pioneer vehicles. The load lock clamps, located on the back of the cab, may loosen and cause the load lock bars to become unsecured.

**Consequence:**

A loose or unsecured load lock bar can result in a loss of cargo, creating a road hazard and increasing the risk of a crash.

**Remedy:**

Dealers will replace the load lock clamps, free of charge. Owner notification letters are expected to be mailed January 15, 2026. Owners may contact Mack's customer service at 1-800-866-1177. Mack's number for this recall is SC0489. Vehicle Identification Numbers (VINs) involved in this recall will be searchable on NHTSA.gov beginning November 27, 2025.



**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:****Chronology Not Supplied**

As required by 49 CFR §573.6, amend the chronology to provide all of the principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the number of deaths and/or injuries) with their dates of receipt. Submit this information through an amended Part 573 report through the recalls portal. If additional space is needed, please upload as a separate miscellaneous document.

**AMENDED 573 REQUIRED.**

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Mack Trucks, Inc.'s contact for this recall will be Debora Crews who may be reached by email at [debora.crews@dot.gov](mailto:debora.crews@dot.gov). We look forward to working with you.

Sincerely,

*Alex Ansley*

Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement