

# Safety Recall

Mack Trucks Inc.  
Greensboro, NC USA



Date	Number	Release	Page
04.2023	SC0475	05	1(6)

## Akasol Gen 3 Batteries LRBe

**July 23, 2025, Revision 5: Updated VIN count and Suspect Battery List**

### RECALL INFORMATION

April (2025)

Mack Trucks has identified that certain LRBe vehicles may be equipped with defective Akasol Gen 3 batteries. The issue stems from manufacturing process factors related to torque and rework at the supplier's factory.

The affected batteries may contain improperly torqued hardware that could break and fall into the battery pack. This loose hardware can potentially cause a short circuit within the battery cells, which could lead to a thermal event and possibly result in a fire.

To ensure that these vehicles meet Mack's stringent quality requirements, an Akasol Battery Specialist team will inspect and repair/replace suspect batteries if necessary.

### VEHICLES AFFECTED

Certain Mack LRBe vehicles manufactured between May 13, 2021, through August 20, 2024.

### VEHICLE QUANTITY

There are 20 vehicles affected by this recall (17 U.S, 3 Canada).

### Suspect Battery Identification

To determine which batteries on each truck are suspect, please see the VIN list located at the end of this document. All battery serial numbers in the "Suspect Battery" columns must be serviced by the onsite Akasol technicians. The number of suspect batteries per truck will vary. Example below.

VIN	SN 1	SN 2	SN 3	SN 4	SN 5	SN 6
	30003099					
	30003133	30003094				
	30003514					

### Scheduling Battery Inspection/Repair

An Akasol Battery Specialist team is required to be on site to perform the battery inspection and/or repair. To ensure availability and proper coordination, the visit must be scheduled one week in advance.

To schedule please send an email titled "SC0475 Akasol Support Request" to following addresses ([tbeauchesne@borgwarner.com](mailto:tbeauchesne@borgwarner.com), [vcelli@borgwarner.com](mailto:vcelli@borgwarner.com), [campaign@volvo.com](mailto:campaign@volvo.com)) and include the information below.

- Dealer Name
- Location Address
- VIN number of truck
- Number of batteries that need to be serviced
- Desired date of repair (Please provide one week's notice in advance to allow for travel, etc.)
- Dealer Contact information and Representative
- Inform whether the work area will be in or outdoors

### Onsite Battery Inspection/Repair Preparation

To allow Akasol to complete the battery services needed, the following is needed.

- An indoor or outdoor 20ft x 20ft secure area to perform battery work. Please communicate with the Akasol team if the area will be in or outside.
- Access to 110 power outlet or cord
- Please have all suspect batteries removed and ready for repair one or two days before Akasol arrives on-site.

### Battery Ordering Instructions

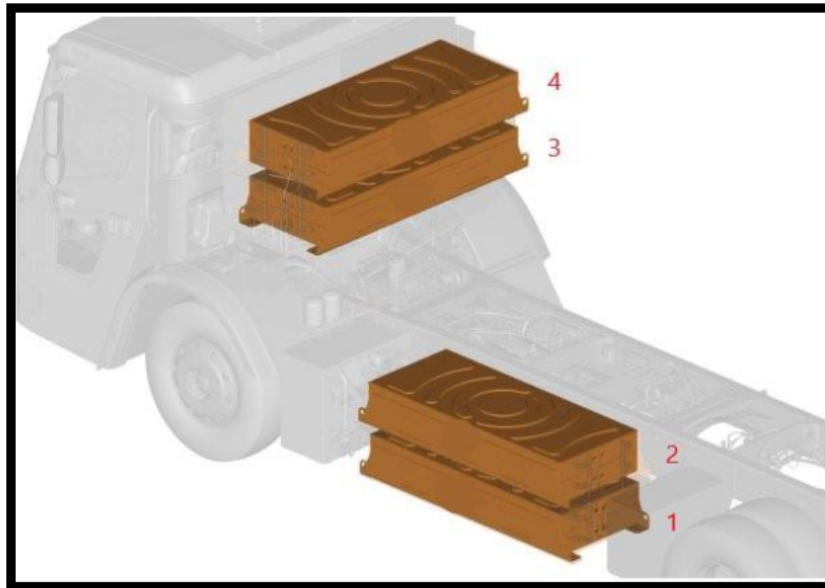
Replacement batteries will ONLY need to be ordered if the onsite Akasol technicians deem a battery pack as un-repairable. If an un-repairable battery is discovered, please order the replacement battery using the VOR process.

Part Number	Part Description	Quantity
24203806	Battery	As Needed

**Repair Instructions**

1. Follow Impact Operation 3100-09-01-04 Traction Voltage System Decommissioning.
2. Determine the position of the suspect battery/batteries.
3. Refer to the Impact Operation for the corresponding position to remove the suspect battery/batteries.

Battery Location	Impact Operation ID
Traction Battery 1	3121-03-03-04
Traction Battery 2	3121-03-03-05
Traction Battery 3	3121-03-03-06
Traction Battery 4	3121-03-03-07



**IMPORTANT NOTE**

***While battery investigation or repair work is being carried out by the designated Akasol team, all other personnel are expected to continue with their assigned tasks or proceed with other scheduled work. Please do not remain idle or observe the battery work unless specifically requested to assist. This ensures efficient use of time and helps keep overall operations on track.***

4. Once suspect batteries are replaced, refer to Impact Operation 3100-09-01-03 Traction Voltage System Commissioning.
5. There are 3 possible outcomes of the battery inspection/repair. See chart for details.

Inspected with No Defects Found	Inspected and Repaired	Non-Repairable
The battery will be reinstalled on the truck.	The battery will be reinstalled on the truck.	A new battery will need to be ordered to replace the battery.

6. Refer to the Impact Operations below for the corresponding position to install the inspected/repaired battery/batteries.

<b>Battery Location</b>	<b>Impact Operation ID</b>
Traction Battery 1	3121-03-03-04
Traction Battery 2	3121-03-03-05
Traction Battery 3	3121-03-03-06
Traction Battery 4	3121-03-03-07

7. Refer to Impact Operation 3100-09-01-03 Traction Voltage System Commissioning.
8. Return the truck to service.

<b>Important Note!</b>
Please refer to Design and Function document ID number 161186507- <u>Storage, Handling and Transport of Traction Batteries</u> in Impact under function group 312 for information on how to handle and ship the batteries.

**REIMBURSEMENT**

<b>This repair is covered by an authorized safety recall. Reimbursement is obtained through the normal claim handling process.</b>	
	<b>UCHP Reimbursement</b>
<b>Claim Type</b> (used only when uploading from the Dealer Business System)	40
<b>Recall Status</b>	
Vehicle repaired per instructions	1-Modified per instructions
<b>Labor Codes (Once Per Vehicle on All Vehicles)</b>	
1700-16-03-01 Battery Handling (0.1 x 10) <b>(Use as primary Labor Code)</b>	1.0
3100-09-01-04 Traction Voltage Decommission	1.0
3100-09-01-03 Traction Voltage Commission	1.3
<b>Trucks With Only One Suspect Battery (Use Labor Code According to Suspect Battery Location)</b>	
3121-03-03-04 R&R Battery #1	3.5
3121-03-03-05 R&R Battery #2	4.5
3121-03-03-06 R&R Battery #3	3.1
3121-03-03-07 R&R Battery #4	2.5
<b>Trucks with Two Suspect Batteries</b>	
1720-16-09-01(Two Suspect Batteries) Campaign General (0.1 x 55)	5.0
<b>Causal Part</b>	<b>24203806</b>
<b>Authorization Number</b>	<b>C0449</b>

**Note:** Dealers or the designated representatives are required to perform Safety 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 Safety 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.

VIN	Suspect Battery	Suspect Battery
	30003099	
	30003133	30003094
	30003514	
	30003121	
	30001087	
	30003696	30003680
	30005979	
	30002041	
	30003844	30001697
	30003089	
	30003483	30003479
	30005367	
	30003908	
	30003845	
	30003942	
	30003907	
	30003712	
	30003458	
	30003792	
	30003735	