



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

26V509

Manufacturer Name: Mack Trucks, Inc.

Submission Date: Aug 06, 2026

NHTSA Recall No.: 26V509

Manufacturer Recall No.: SC0497

Manufacturer Information

Population

Manufacturer Name: Mack Trucks, Inc.

Address: 2100 Mack Boulevard
PO Box M
Allentown PA, 18105-5000

Total number of potentially involved: 341

Estimated percentage with defect: 3.6%

Vehicle Information

Vehicle 1: 2025-2025 MACK TERRAPRO (TE)

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Truck

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Oct 01, 2024 - Dec 23, 2024

Number of potentially involved: 341

Descriptive Information:

The suspect population was determined using vehicle manufacturing records. Vehicles included in the recall were built in the suspect period from 10/1/24 to 12/31/24. Vehicles from the suspect time period not included in this recall have reached at least 30,000 miles.

Vehicle 2: 2025-2025 MACK TERRAPRO (TE)

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Truck

Fuel / Propulsion: Compressed Natural Gas

Production Dates: Oct 02, 2024 - Dec 20, 2024

Number of potentially involved: 341

Descriptive Information:

The suspect population was determined using vehicle manufacturing records. Vehicles included in the recall were built in the suspect period from 10/1/24 to 12/31/24. Vehicles from the suspect time period not included in this recall have reached at least 30,000 miles.

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Defect / Noncompliance Description

Description of the defect or noncompliance:

Certain 2025 model-year Mack Terrapro (TE) vehicles may be equipped with steering gearbox fasteners that could loosen.

FMVSS1:**FMVSS2:****Description of the safety risk, including crash, fire, death, injury:**

The loosening of the steering gear fasteners could result in hard steering and potentially a loss of steering, increasing the risk of a crash or injury.

Description of the cause:

The root cause of the loosening of steering gearbox fasteners is still under investigation.

Identification of any warning that can occur:

The operator may notice a change in the vehicle's steering responsiveness or wandering while operating the vehicle if the steering gear fasteners loosen.

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type: OEM

Name: Mack Trucks

Address: 7900 National Service Rd
Greensboro NC, 27409

Country: United States

Involved Components

Component Name 1: Hexagon Screw

Component Description: M20 x 60

Component Part Number: 992475

Component Name 2: Hexagon Screw

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Component Description: M18 x 90

Component Part Number: 997990

Component Name 3: Hexagon Screw

Component Description: M18 x 95

Component Part Number: 60114654

Chronology

June 26-30, 2025: The safety office receives two warranty claims regarding potentially loose steering gears, and a safety investigation begins.

July 10, 2025: Manufacturing records are requested for vehicles with warranty claims and for those built immediately before and after.

July 15, 2025: Records from incident vehicles are reviewed, and no anomalies are found.

July 31, 2025: Two additional warranty claims are identified; manufacturing records are requested.

August 13, 2025: Records from new incident vehicles are reviewed, and no anomalies are found.

September 2025 – February 2026: An additional 8 claims are identified; all manufacturing records are reviewed, and no anomalies are found.

February 10, 2026: An engineering investigation begins to search for additional contributing factors.

February 20, 2026: Factory part inspection is completed. Fasteners and parts on the assembly line are examined, and no systemic issues are observed.

March 3, 2026: The steering gear supplier begins 100% inspection of threaded holes in steering gear boxes after product verification testing is completed.

March 24, 2026: Torque trace analysis begins to understand fastener performance and potential material deformation in the steering gear box joint.

April 16, 2026: Components from vehicles with warranty claims are examined by engineering staff; components are sent to Volvo materials lab for further analysis.

May 5, 2026: A torque analysis study identifies a flattening phenomenon in some torque curves for steering gear fasteners beginning in late 2024.

May – June 2026: Data analysts review torque curves for flattening on claim trucks compared to other production vehicles to see if a pattern could be identified. No pattern is found.

June 29, 2026: The Product Safety Evaluation Committee reviews investigation information and recommends escalation to the Product Safety Committee.

July 9, 2026: The Product Safety Committee reviews investigation information and determines that more information is needed.

July 27, 2026: The Product Safety Evaluation Committee reviews new investigation information and recommends escalation to the Product Safety Committee.

July 30, 2026: The Product Safety Committee determines that a product safety issue exists and decides to initiate a recall.

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There have been 4 field reports and 21 warranty claims, with no accidents or injuries reported related to this issue. Field reports and warranty claims are linked to 21 unique VINs.

The following is the breakdown of claims per build period:

2024: October-5, November-14, December-2.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Replace

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Affected vehicles will be recalled. Steering gearbox fasteners will be replaced and torqued to the proper specification. Any damaged or nonconforming components will be replaced as necessary.

How remedy component differs from recalled component:

The remedy component will have fasteners properly torqued on the steering gearbox.

Identify how/when recall condition was corrected in production:

Field data indicates that the defect is confined to vehicles manufactured in late 2024. Mack will continue analyzing field data and reopen the investigation should a pattern or trend be identified among vehicles from different production periods.

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

Dealer notifications will begin on or before August 13, 2026.
Owner notifications will begin on or before October 5, 2026.

Planned Dealer Notification Date: Aug 13, 2026 - Aug 13, 2026

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

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Planned Remedy Owner Notification Date: Oct 05, 2026 - Oct 05, 2026 ☐ Phased Recall

Date when VIN will be searchable: Aug 13, 2026