



Date	Group	No.	Release	Page
11.2012	<b>820</b>	<b>001</b>	<b>01</b>	1(9)

Hood Opening  
Angle Insufficient  
CXU

## FSB 820-001, Hood Opening Angle Insufficient

(November 2012)

### Information

On certain Mack CXU model vehicles manufactured from November 11, 2010 to May 14, 2012, the hood opening angle is sufficient to tilt the hood over center and engage the safety latch. However, certain conditions such as the grade that the truck is parked on and wind, may cause the hood to fall shut when the safety latch is released. Mack Trucks has received no reports of such an occurrence. An improved design has been introduced that increases the hood opening angle. Installation instructions and material requirements are provided in this service bulletin. The installation may also require hood adjustment, which is also explained in this bulletin.

**Note:** Information is subject to change without notice.  
Illustrations are used for reference only, and may differ slightly from the actual engine version. However, key components addressed in this information are represented as accurately as possible.

### Required Parts

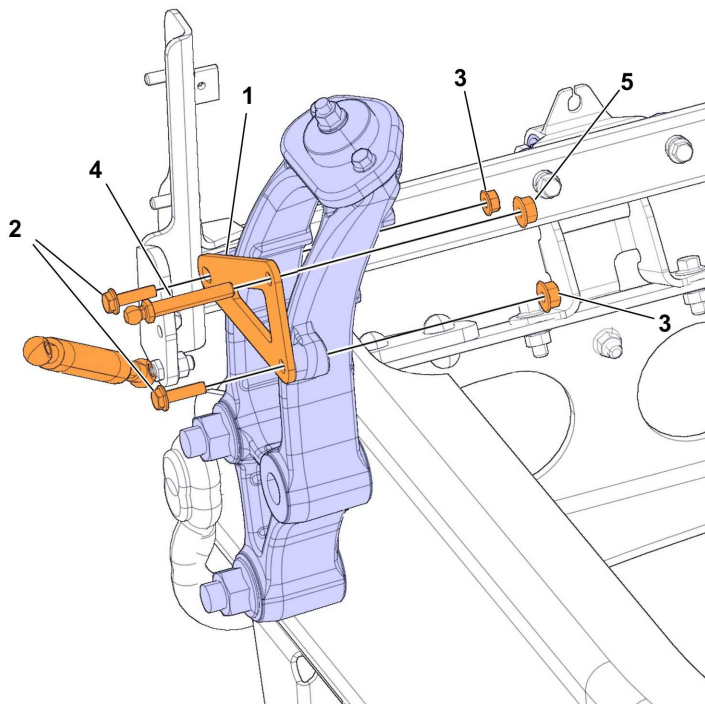
Quantity	Part Number	Description
2	82723420	Bracket, Prop
4	990862	Flange Screw, M10*45
4	990941	Flange Nut, M10*10
1	21009167	Connector
1	82058995	Connector
4	994852	Washer

## Procedure

You must read and understand the precautions and guidelines in Service Information Group 70, "General Safety Practices, Frame, Springs and Wheels" before performing this procedure. If you are not properly trained and certified in this procedure, ask your supervisor for training before you perform it.

### Hood Strut Bracket Installation

- 1 Secure the vehicle for service by parking it on a flat level surface, applying the parking brake, chocking the rear wheel, and placing the transmission in neutral.
- 2 Disconnect all cables from the negative (ground) and positive battery terminals to prevent personal injury from electrical shock and prevent damage to electrical components.
- 3 Open the hood.
- 4 Remove the driver's side hood strut from the connector on the radiator support.
- 5 Remove the driver's side connector from the radiator support.
- 6 Install the replacement mounting bracket (part number 82723420) to the radiator support. Torque the fasteners to 48 +/- 8 Nm (35 +/- 6 ft-lb).



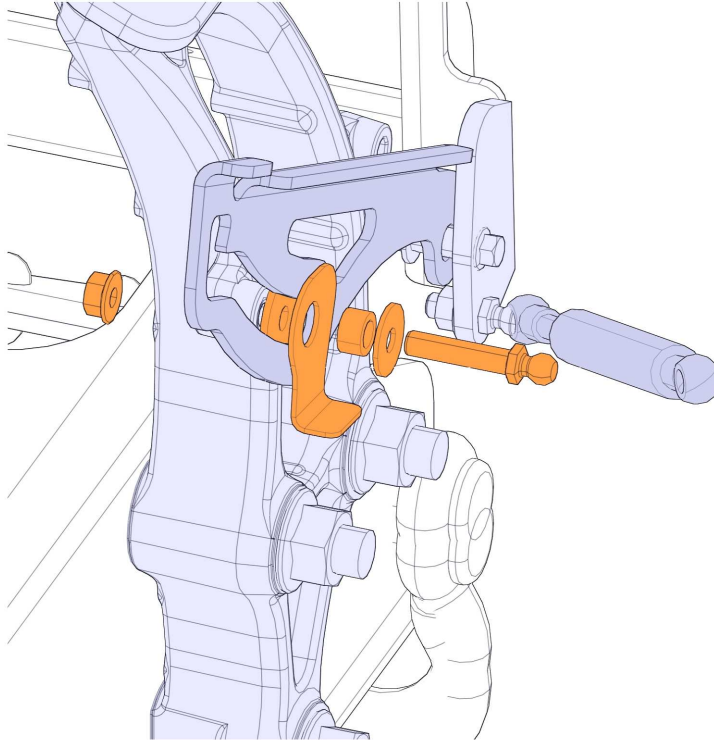
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- 1 – Bracket, Part Number 82723420
- 2 – Bolt, Part Number 990862
- 3 – Nut, Part Number 990941
- 4 – Connector, Part Number 21009167
- 5 – Existing Nut

- 7 Install the replacement connector (part number 21009167) onto the mounting bracket.  
Torque the fasteners to 48 +/- 8 Nm (35 +/- 6 ft-lb).

**Note:** Reuse the nut from the original installation. Reference number 5 of the illustration in Step 6.

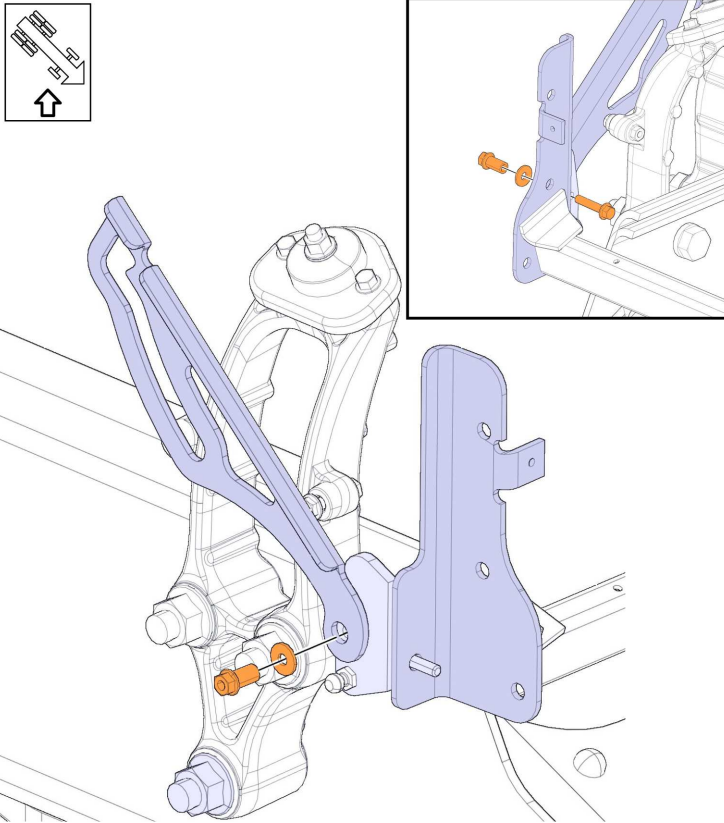
- 8 Install the hood strut onto the connector.
- 9 Remove the passenger side hood strut from the connector on the radiator support.



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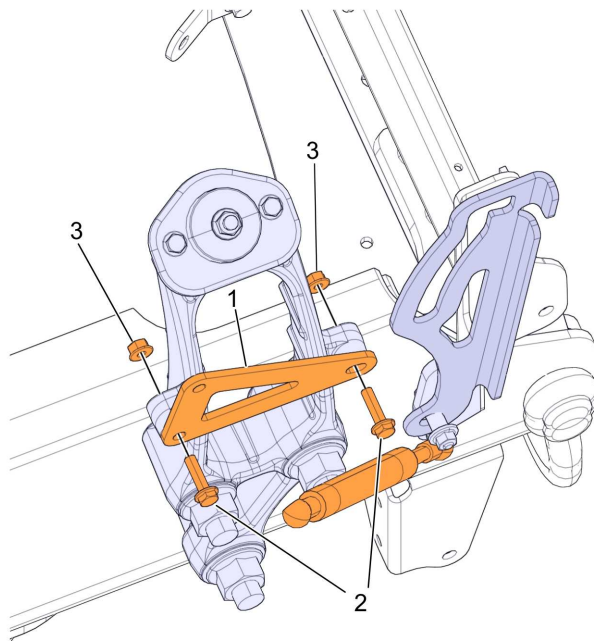
- 10 Remove the connector that goes through the hood safety latch.

- 11 Turn the hood cross brace around to face the opposite direction and install. Torque the fastener to  $24 \pm 4$  Nm ( $18 \pm 3$  ft-lb).



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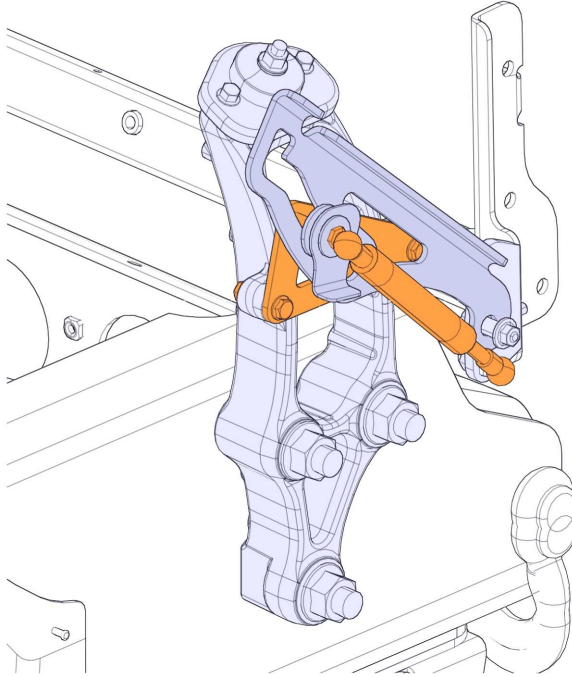
- 12 On the passenger side, install the replacement mounting bracket to the radiator support.  
Torque the fasteners to 48 +/- 8 Nm (35 +/- 6 ft-lb).



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- 1 – Bracket, Part Number 82723420  
2 – Flange Screw, Part Number 990862  
3 – Flange Nut, Part Number 990941
- 13 Install the hood strut connector (part number 82058995) through the safety latch on the new mounting bracket. Torque the fasteners to 48 ± 8 Nm (36 ± 6 ft-lb).
- Note:** Reuse the nut from the original installation.

14 Install the hood strut onto the connector on the hood prop bracket.



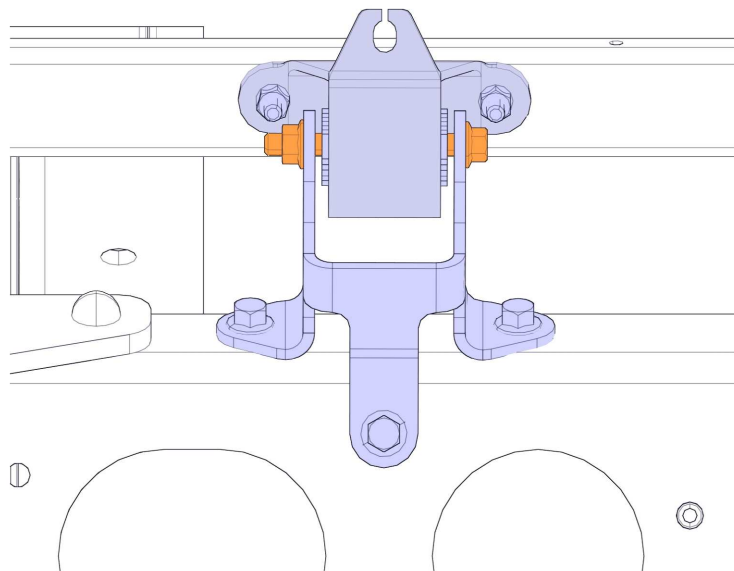
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15 Close hood.

16 Check hood gap adjustment and adjust if needed.

### Hood Adjustment (Without Spacers)

- 1 Inspect the hood for clearance issues between the grille and hood hinge.
- 2 Remove the grille.
- 3 Loosen the hood pivot supports bolts. Using a pry bar adjust the pivot to allow proper clearance.



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- 4 Torque the fasteners to 48 +/- 4 Nm (35 +/- 3 ft-lb).
- 5 Recheck the hood gap after the adjustment. Readjust if needed. Once the hood is adjusted properly complete the remaining steps in the procedure. If the initial hood adjustment was not sufficient complete "Hood Adjustment (Using Spacers)", page 8 .
- 6 Install all previously removed cables to the ground (negative) battery terminals.

## Hood Adjustment (Using Spacers)

If the hood cannot be adjusted properly, spacers can be added to the hood pivot hinge. Complete the following steps to install the spacers and attempt to adjust the hood again.

- 1 Remove the grille.
- 2 Open the hood.
- 3 Loosen the hood pivot hinge fasteners for the hood.
- 4



### CAUTION

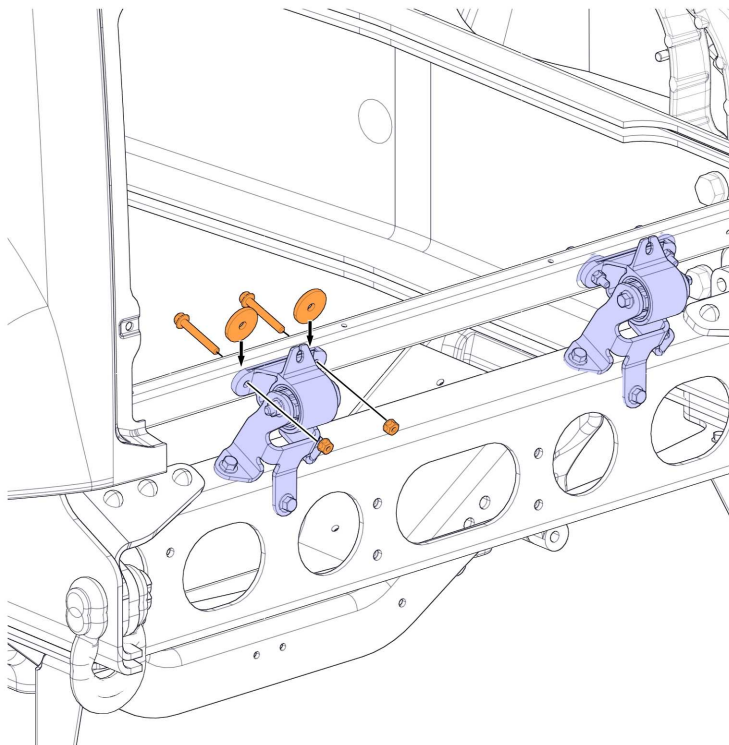
To avoid component damage, do not remove both fasteners at the same time.



### CAUTION

To avoid component damage, only work on installing the spacers one hood pivot hinge at a time.

Remove one fastener at a time and add the spacer onto the hood pivot fastener.



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- 5 After adding the spacer, loosely install each fastener.
- 6 Torque the fasteners to 29 +/- 1 Nm (21 +/- 1 ft-lb).
- 7 If additional adjustment is required, adjust per "Hood Adjustment (Without Spacers)", page 7 .

- 8 Close the hood.
- 9 Install grille.
- 10 Install all previously removed cables to the ground (negative) battery terminals.

**Reimbursement**

<b>This repair may be eligible for reimbursement if a product failure was experienced within time and mileage limits of the applicable Warranty coverage. Reimbursement is obtained via the normal claim handling process.</b>	
<b>Claim Type (used only when uploading from the Dealer Bus. Sys.)</b>	01
<b>Labor Code</b>	
Primary Labor Code	6227C-ZP-96 0.7 hrs. <b>Note: Time includes hood adjustment with or without spacers.</b>
<b>Causal Part</b>	21007404 82123276

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