



SB - 10052254 - 6489

Date
5.2013

Group
820

No.
003

Release
01

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Hood Shock Leaks
CHU

FSB 820-003, Hood Shock Leaks

(May 2013)

Information

To address complaints of short service life of hood shocks on CHU model trucks built prior to April 1, 2013, Mack has released a new shock with protective boot. Follow the procedure outlined in this bulletin to properly install the new shocks.

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.

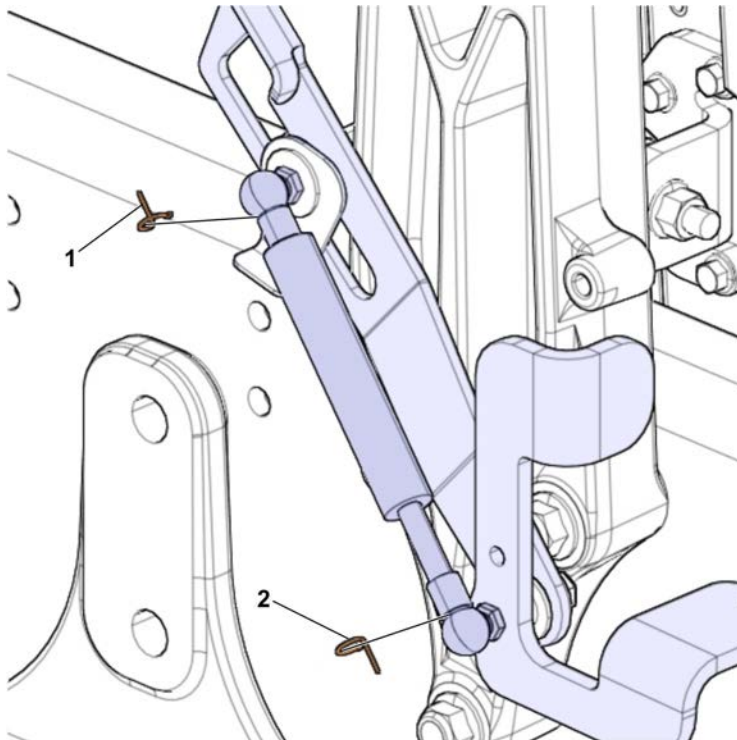
Required Parts

Quantity	Part Number	Description
1	994941	Spacer
1	948823	Washer
1	82052171	Stud
2	82713432	Shock

Procedure

You must read and understand the precautions and guidelines in Service Information Function Group 80, "General Safety Practices, Cab" before performing this procedure. If you are not properly trained and certified in this procedure, ask your supervisor for training before you perform it.

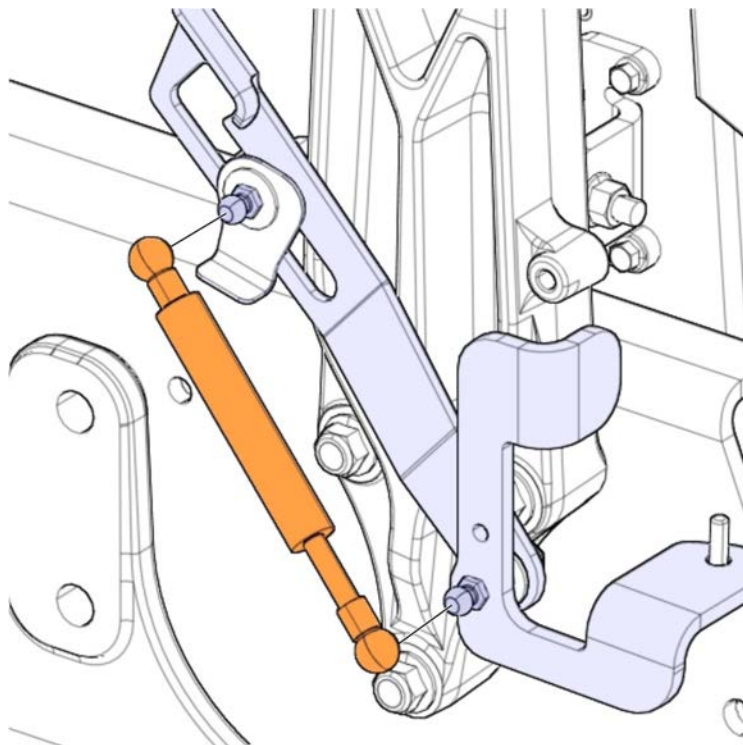
- 1 Secure the vehicle for service by parking it on a flat level surface, applying the parking brake, chocking the rear wheel, and placing the transmission in neutral.
- 2 Disconnect all cables from the negative (ground) and positive battery terminals to prevent personal injury from electrical shock and prevent damage to electrical components.
- 3 Open the hood.
- 4 On the right hand side (latch side) remove the safety clips (1 and 2) from both ends of the hood shock.



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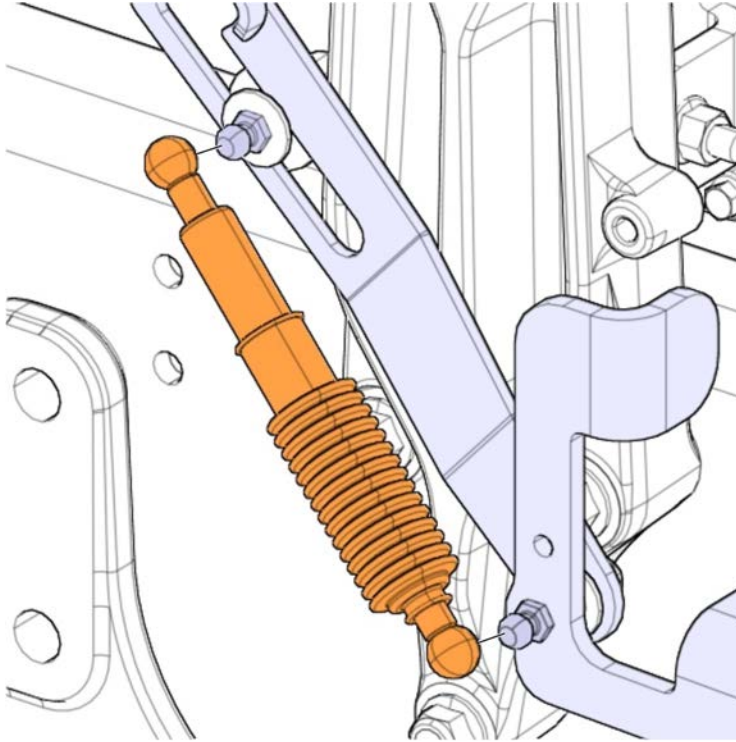
- 5 Using a suitable tool, remove the shock from the frame (or radiator support) ball stud first. Then remove the shock from the hood mounted bracket ball stud.

Note: The hood will move slightly forward when the shock is removed.



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- 6 At the hood mounted bracket, using moderate pressure, push the shaft end of the shock onto the ball stud.



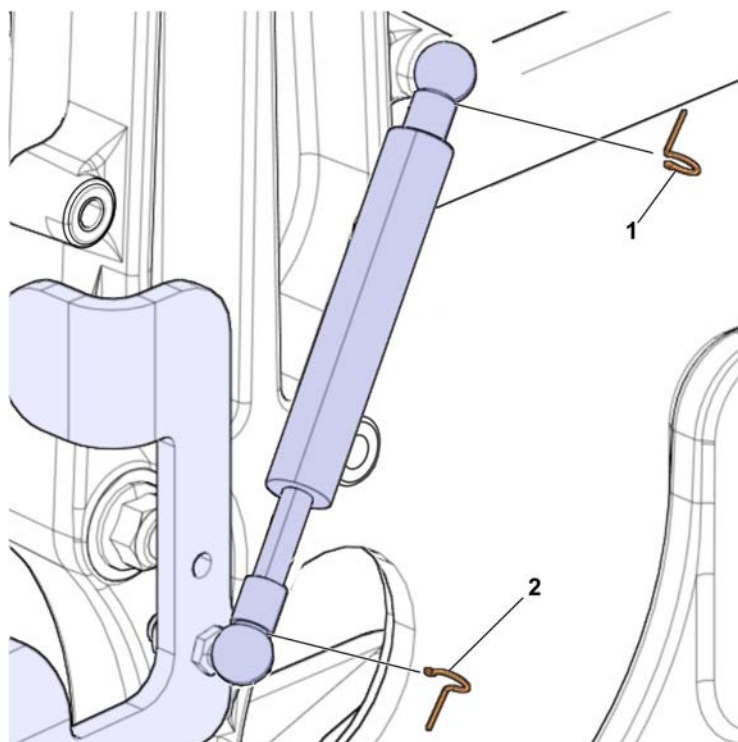
W8082065

- 7 Install the body end of the shock on the frame (or radiator support) mounted ball stud.

Note: The hood may have to be moved slightly to attach the body end of the shock.

- 8 Install the safety clips in the ends of the shock.

Note: Turn the ball ends of the shock slightly to allow safety clip installation.

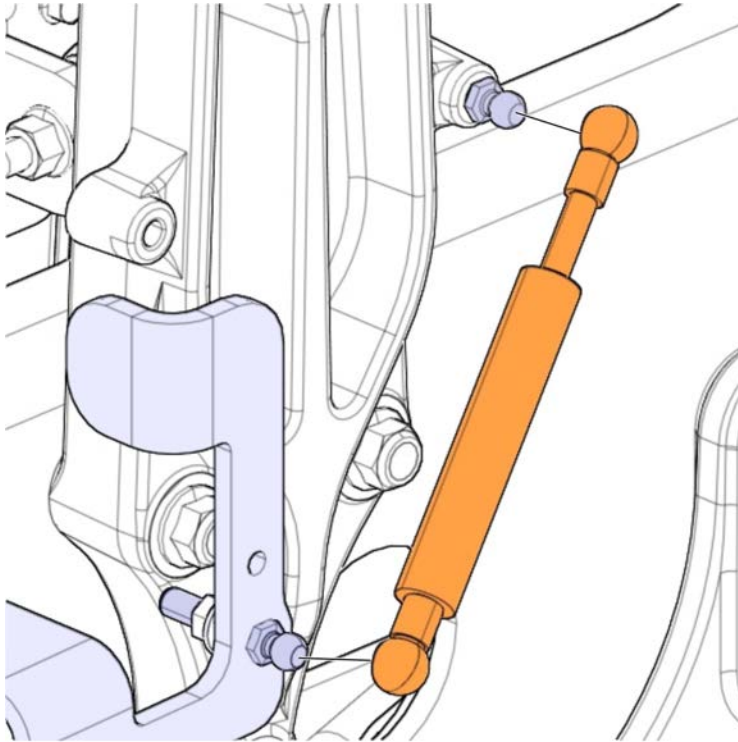


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- 9 Remove the safety clips from both ends of the hood shock on the left hand side of the hood.

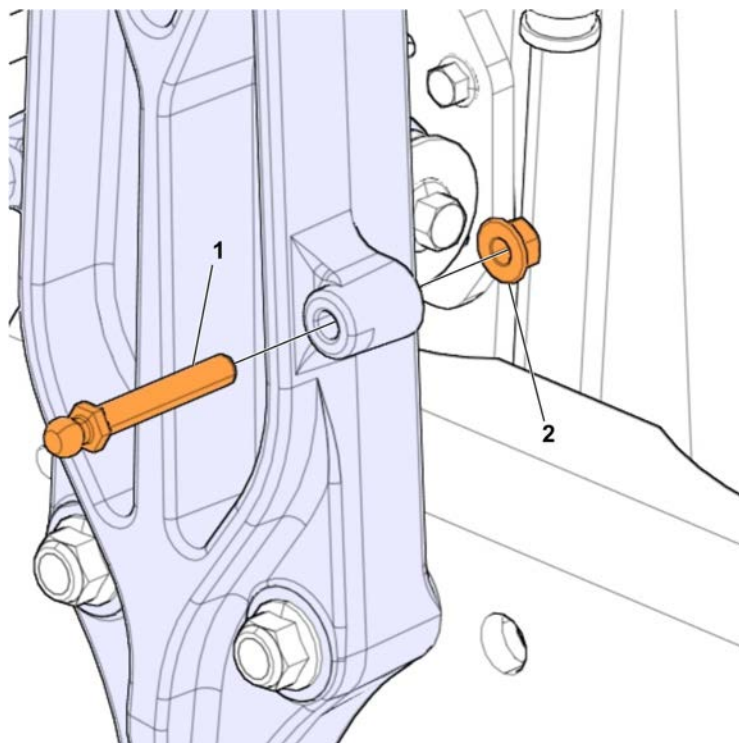
- 10 Using a suitable tool, remove the shock from the frame (or radiator support) ball stud first. Then remove the shock from the hood mounted bracket.

Note: The hood will move slightly forward when the shock is removed.



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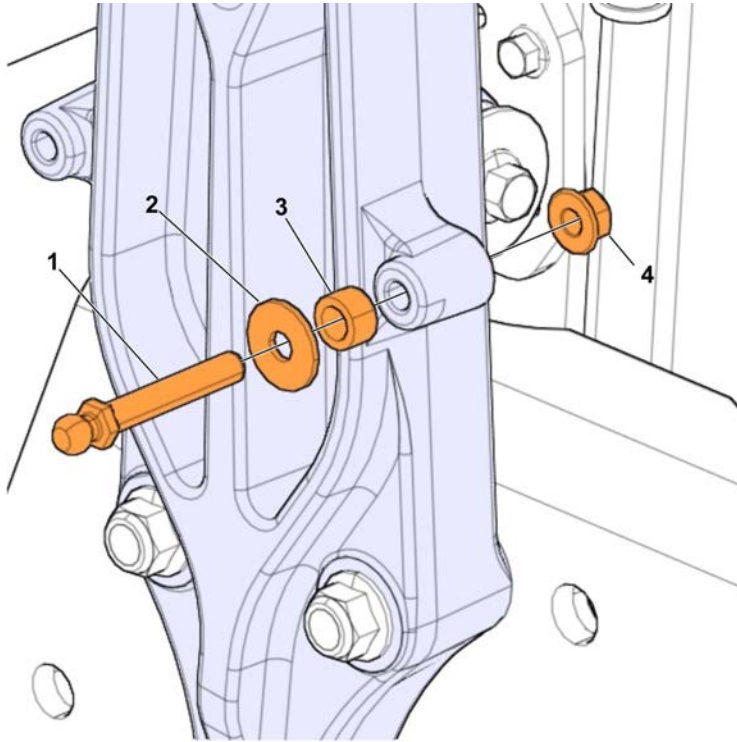
11 Remove the ball stud from the left side radiator support.



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- 1 – Ball Stud
- 2 – Lock nut

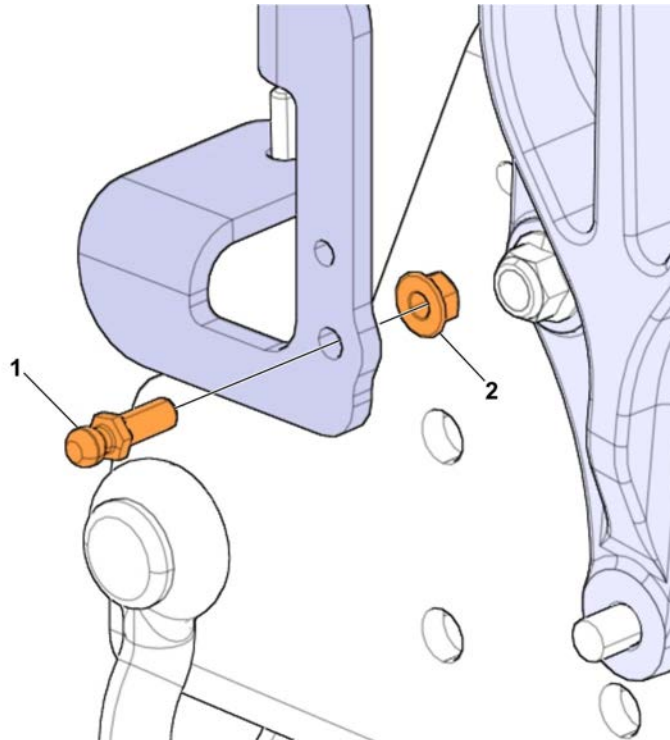
12 Install the supplied longer ball stud, spacer and washer on the radiator support (Reuse the lock nut). Torque fastener to 48 ± 8 Nm (35.4 ± 6 ft-lb).



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- 1 – Ball Stud (part number 82052171)
- 2 – Washer (part number 948823)
- 3 – Spacer (part number 994941)
- 4 – Lock nut

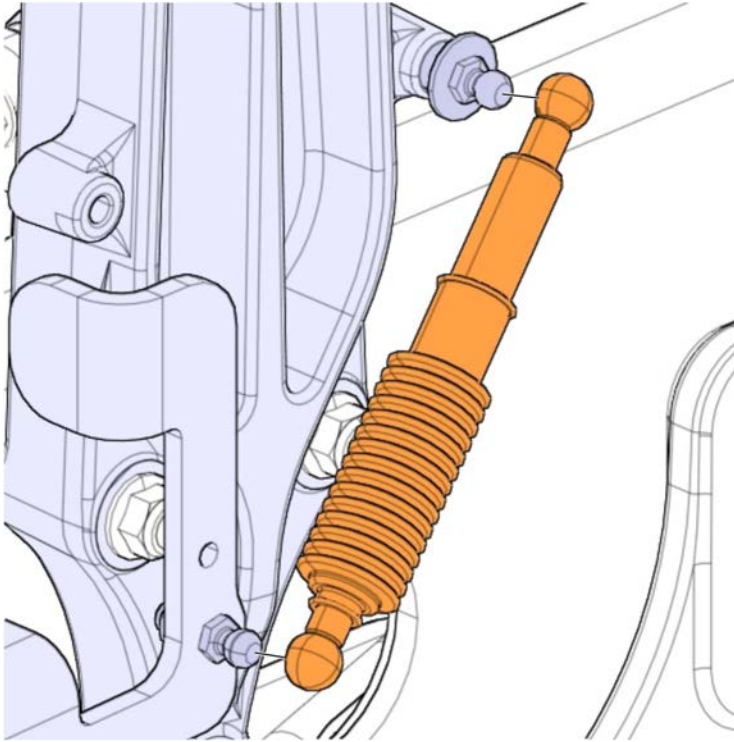
- 13 If necessary, move the ball stud on the hood mount bracket from the inboard side to the outboard side. When mounted the shock should be on the outside of the bracket. Torque fastener to 48 ± 8 Nm (35.4 ± 6 ft-lb).



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- 1 – Ball Stud
2 – Lock Nut

- 14 At the hood mounted bracket, using moderate pressure, push the shaft end of the shock on the ball stud.



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- 15 Install the body end of the shock on the frame (or radiator support) mounted ball stud.

Note: Move the hood slightly to attach the body end of the shock.

- 16 Install the safety clip ends of the shock.

Note: Turn the ball ends of the shock slightly to allow safety clip installation.

- 17 By carefully closing and opening the hood, check the operation of the hood struts.

- 18 Close and latch the hood.

- 19 Install all previously removed cables to the ground (negative) battery terminals.

Reimbursement

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.	
Claim Type (used only when uploading from the Dealer Bus. Sys.)	01
Labor Code	
Primary Labor Code	6221U-ZQ-80 0.3 hrs.
Causal Part	21007401

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