
To: General Managers, Service Managers, Service Technicians, Warranty Managers
From: Mack Trucks – Service
Date: May 12, 2021
Subject: 1-Piece Hub Covers
Bulletin: SNM21-005

We have been alerted to a potential retention issue involving the branded 1 piece Hub Covers. Currently a team is investigating the issue. In an abundance of caution we have made the decision to short ship vehicles that ordered this feature. In most cases the parts are packaged separately in a box and placed in the cab.

For trucks that are short shipped, once a solution is available a campaign will be placed on the trucks so that they can acquire the parts.

Additionally, we are requesting that you do not install any further branded 1 piece Hub Covers until our investigation has been completed.

Below are the affected part numbers.

23768774 Kit, Steer, Black
23764276 Assembly, Steer Black
23768773 Kit, Steer, Chrome
23764274 Assembly, Steer, Chrome

23768776 Kit, Drive, Black
23764277 Assembly, Drive, Black
23768775 Kit, Drive, Chrome
23764275 Assembly, Drive, Chrome

