
To: General Managers, Service Managers, Service Technicians, Warranty Managers
From: Mack Trucks – Service
Date: January 12, 2022
Subject: TC Engine Turbochargers
Bulletin: SNM22-001

Mack Trucks is receiving a high number of No Fault Found (NFF) warranty claims for Turbo Compound (TC) engine turbochargers. From an extensive investigation of turbochargers returned to TMAC and data collected from the service event, it has been determined that hot side noise complaints on TC engines leading to replacement of the turbocharger are being mis-diagnosed. To aid in the diagnosis of TC engine hot side noise complaints CBR 2013 has been released and should be followed.

Explanation:

The noise signature of the TC engines is different from other engines. The TC-Turbocharger rotor design differs from other turbos, which means the noise the turbocharger emits will differ. Hence drivers and technicians may hear noises that are not typical for a none TC engine. These noises are not commonly failure of the turbocharger but rather this engine's noise signature.

Resolution:

Effective with RO's opened February 1st, 2022 and after. Follow CBR 2013 and do not replace turbochargers for a noise complaint only. Turbochargers replaced for noise complaints on TC engines, will be triggered for return to TMAC and may be denied based on the failure analysis.