

Mack Chassis - Day Cab Glass Breakage

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Valid For

All Mack day cab trucks, model years 2021 to current.

Solution

The rear glass of Mack Day Cab trucks may break under various conditions. The root cause is currently under investigation and the following instructions will be updated as more information becomes available.

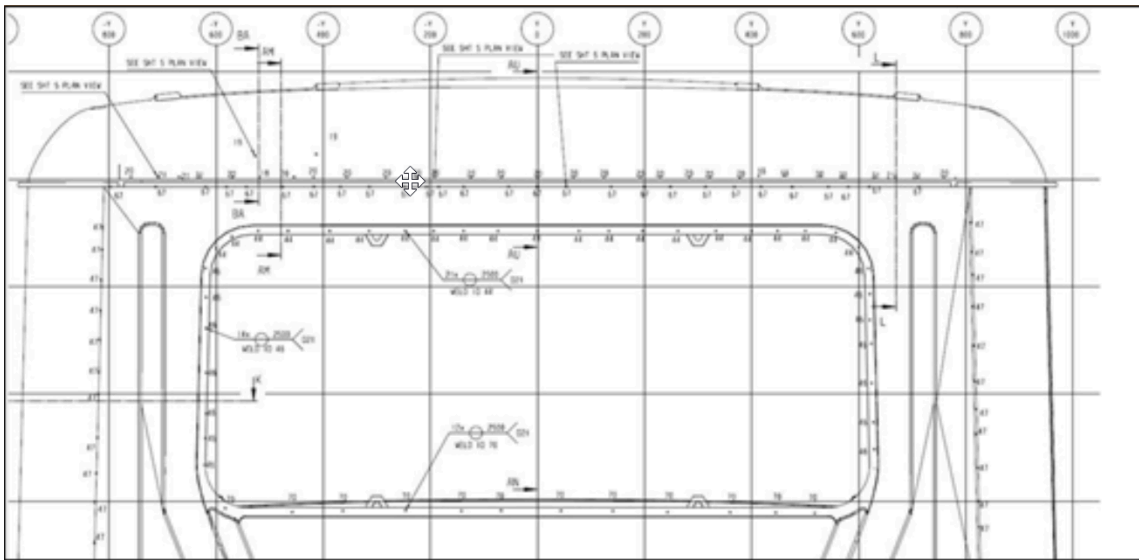
This solution aims to provide interim guidance on handling and addressing the problem while the investigation is ongoing.

1. Mark on the exterior of the cab the two points at which the glass fractured with tape or paint pen:

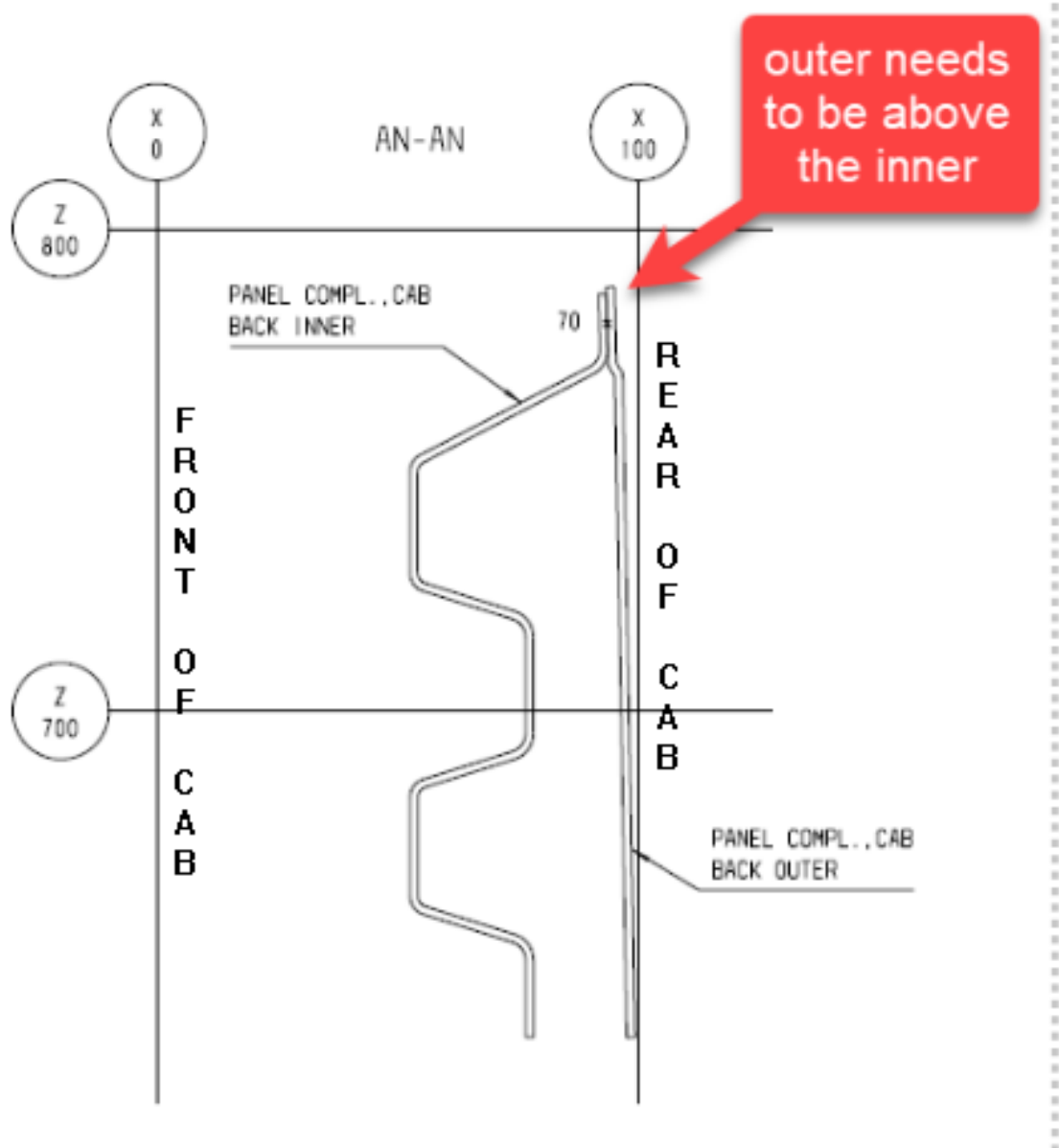


2. Remove back glass and window seal.

3. Note areas where the fracture started and look for high spots, waviness in the flange, or sharp edges.



- The outer panel on the back of cab should be slightly higher than the inner panel.





5. Grind down any sharp edges around the aperture and re-seal to prevent corrosion.



6. Using a dolly and body hammer, straighten the flange in any areas protruding and adding potential stress on the glass.



- 7. Reinstall seal and new glass.
- 8. Submit an e-Service to Reliability engineering if any repeated failure occurs.

See glass part numbers below.

Mack P/N	Description
20QS53M4	Laminated Float Tint Bronze 24% LT
20QS53M3	Tempered Float Tint Gray 50% LT
20QS53M2	Tempered Float Tint Clear 88% LT
20QS53M	Tempered Float Tint 75% LT

NOTE:

This solution will be updated as further information becomes available.

Related links and attachments

No links or attachments available



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