



Mack GR Hood Insulation

Service Category Service Department

Section Function Group 821

Technician Skill Level C

Market North America

Applicability

MACK

Years	Models
2017-2023	GR

Introduction

Mack Trucks has developed a new insulation blanket for the GR model truck hoods. This upgraded insulation covers a larger surface area, effectively reducing hotspots. This campaign aims to evaluate the new insulation in real-world conditions. Please refer to the instructions in this document to replace the hood assembly and install the new insulation.

Production Change Information

This bulletin applies to vehicles built within the specified production dates below.

Brand	Engine	Emission Level	Starting Build Date	Ending Build Date
Mack	D13	EM-USA14, EM-USA17, EM-USA21	21-June-2016	18-August-2022

Warranty Information

This repair is covered by an authorized Service Program. Reimbursement is obtained through the normal claim handling process.		
Claim Type (used only when uploading from the Dealer Bus. Sys.)		B
Main Labor Code	Description	Hours
8211-03-02-01	Hood Replacement	2.2
1720-16-09-01	Campaign, General (0.1x10)	1.0
8013-15-09-02	Base Coat/Clear Coat, Hood, Complete	8.0
Causal Part	23397375	
SCC Authorization Code	S4214	
Expiration Date	September 30, 2025	

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Parts Information

Order the hood assembly in PARTS LINQ.

Part Numbers	Part Names	Quantity
23397375	Hood assembly	1

Hood Insulation

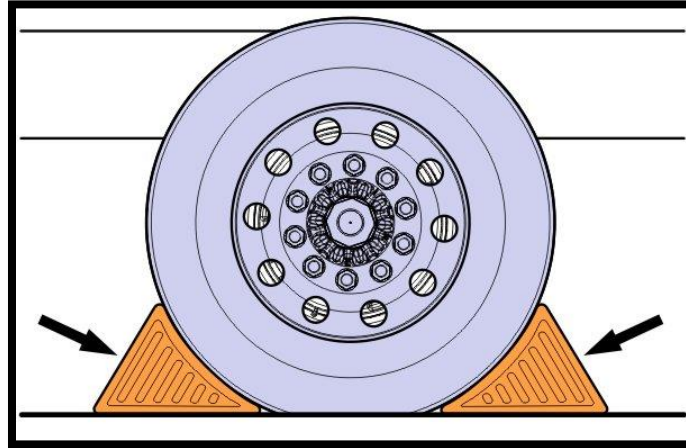
To receive the hood insulation please email Robert.ruley.2@consultant.volvo. Please provide title the email "GR Hood Insulation" and include campaign number and VIN.

Part Numbers	Part Names	Quantity
N/A	Hood Insulation	1

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Repair Procedure

1. Park the vehicle on a level surface.
2. Apply the parking brake.
3. Place the gear lever in neutral.
4. Install wheel chocks.



5. Complete the prep and painting of the new hood.
6. Install the hood insulation as pictured.



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7. Follow Impact operation 8211-03-02-01 Hood Replacement to remove old hood and install the new one.
8. Release truck.