

Part 573 Safety Recall Report

19V-047

Manufacturer Name : Mack Trucks, Inc.

Submission Date : NOV 04, 2019

NHTSA Recall No. : 19V-047

Manufacturer Recall No. : SC0415



Manufacturer Information :

Manufacturer Name : Mack Trucks, Inc.

Address : 2100 Mack Boulevard

PO Box M Allentown PA 18105-5000

Company phone : 610-709-2131

Population :

Number of potentially involved : 11

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2018-2019 Mack Anthem (AN), Pinnacle (CXU)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Certain Anthem (AN), and Pinnacle (CXU) model vehicles manufactured from April 3, 2017 to June 26, 2018 with a automated manual transmission using certain Eaton ECA Clutches.

Vehicles were selected based on information supplied by Eaton which included the part number (Eaton PN: 122002-35; Mack Trucks PN: 21649090) and build dates of the transmissions in question.

Production Dates : APR 03, 2017 - JUN 26, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Reference 18E-102. Eaton determined that "An internal component within the clutch assembly may be outside of specification and fail, which in special circumstances could cause such clutch component to inhibit clutch departure."

Note: Information in quotes is from Eaton's 573 and/ or 577 documents. This applies to all sections within this defect report.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : "If clutch departure becomes inhibited, unintended vehicle motion could occur. Accordingly, the defect can cause a vehicle impact with prior warning."

Description of the Cause : "The defect was caused by a failure to meet manufacturing specifications for a component within the clutch."

Identification of Any Warning that can Occur : "The prior warnings may include increased vibration, noises, and/or rocking of the cab or, if the vehicle is equipped, an audible warning and/or a visual display alternating between "AN" and the engaged gear (e.g., R, 1, 2, 3, etc.) on the instrument panel."

Supplier Identification :

Component Manufacturer

Name : Eaton Corporation
Address : 1000 Eaton Blvd
Cleveland OHIO 44122
Country : United States

Chronology :

October 26, 2018 Mack Trucks receives information from Eaton Corporation of a potential issue with certain clutches.

November 9, 2018: Phone conference between Mack Trucks and Eaton Corporation; further sharing of information.

November 21, 2018 through December 10, 2018 Mack Trucks investigation to determine affected vehicles and review product in factory.

December 6, 2018: Mack Trucks Regulatory Affairs and Purchasing department receives 577 letter from Eaton Corporation.

December 14, 2018 Draft defect reports prepared and information supplied to Mack Regulatory Affairs for review.

January 14, 2019 Mack submits defect report that outlines affected Mack products and timeline for product repairs.

January 21, 2019 Mack updates defect report to add Anthem model and correct vehicle build date range.

Description of Remedy :

Description of Remedy Program : Eaton will remedy the defect by providing a software update, but in certain circumstances at its option, Eaton may repair physical components in addition to providing a software update, replace the clutch, or provide a refund of the purchase price.

How Remedy Component Differs from Recalled Component : See Eaton 573 report (NHTSA # 18E-102)

Identify How/When Recall Condition was Corrected in Production : See Eaton 573 report (NHTSA # 18E-102).
Note: Mack Production was not affected.

Recall Schedule :

Description of Recall Schedule : Dealer Notifications are planned for Jan. 18, 2019.

Owner letters will be mailed on or before February 14, 2019.

Planned Dealer Notification Date : JAN 18, 2019 - JAN 18, 2019

Planned Owner Notification Date : JAN 25, 2019 - FEB 01, 2019

* NR - Not Reported