

Part 573 Safety Recall Report

19V-896

Manufacturer Name : Mack Trucks, Inc.

Submission Date : DEC 16, 2019

NHTSA Recall No. : 19V-896

Manufacturer Recall No. : SC0420



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 : 80

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2020-2020 Mack Anthem (AN), Granite (GR), Pinnacle (PI)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Certain 2020 Anthem, Granite, and Pinnacle model vehicles manufactured from September 16, 2019 to October 10, 2019. Vehicles were selected based on the manufacturing date and build records.

Production Dates : SEP 16, 2019 - OCT 10, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The castle nuts and cotter pins used to connect the steering drag link to the pitman arm and steering arm may have not been correctly installed (i.e. castle nut may be under-torqued and cotter pin may not be installed).

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If undetected, the defect may result in separation of the drag link, which may result in loss of steering and a vehicle crash.

There are no reports of vehicle crash related to this issue. Therefore, Mack considers this as a proactive measure to protect the public and Mack's customers from the potential risk associated with this defect

Description of the Cause : Manufacturing defect. Assembly worker may not have torqued the nuts to the correct torque and may have failed to install the cotter pin.

Identification of Any Warning that can Occur : The issue would be visible to the operator when performing the pre-trip inspection.

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

- Oct. 17, 2019 Potential issue identified by Mack's manufacturing facility
- Oct. 18, 2019 Containment action taken at manufacturing facility. Investigation opened
- Nov. 11, 2019 Preliminary findings presented to Regulatory Affairs Department for further consideration.
- Nov. 25, 2019 Final investigation findings presented to Regulatory Affairs for consideration
- Dec. 3, 2019 Decision made to raise the issue to the Product Safety Committee
- Dec. 9, 2019 Product Safety Committee meets and determines that a safety-related defect exists and decides to perform a safety recall.
- Dec. 16, 2019 Mack submits a safety-related defect report to NHTSA.

There are no warranty claims, customer complaints, field reports, property damage claims, injuries or deaths associated with this issue

Description of Remedy :

Description of Remedy Program : The vehicles will be addressed by checking the drag link attachment points for correct installation of the castle nut and cotter pin. Repairs will be administered as required. Pre-notification repairs will be addressed according to Mack's General Reimbursement Plan for Pre-notification Remedies on file with NHTSA.

How Remedy Component Differs from Recalled Component : The recall is associated with a manufacturing defect. The component involved is the drag link.

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected in production on October 18, 2019. An internal campaign was released and all potentially affected vehicles corrected in Mack's possession.

Recall Schedule :

Description of Recall Schedule : Dealer notification will occur by December 10, 2019. Owner notification letters will be mailed by February 6, 2020.
Planned Dealer Notification Date : DEC 20, 2019 - DEC 20, 2019
Planned Owner Notification Date : FEB 06, 2020 - FEB 06, 2020

* NR - Not Reported