

Part 573 Safety Recall Report

21E-091

Manufacturer Name : AMERICAN CHROME COMPANY**Submission Date :** OCT 28, 2021**NHTSA Recall No. :** 21E-091**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :****Manufacturer Name :** AMERICAN CHROME COMPANY**Number of potentially involved :** NR**Address :** 518 W CROSSROADS PKWY
BOLINGBROOK MA 60440**Estimated percentage with defect :** 100 %**Company phone :** 6852200**Equipment Information :****Brand / Trade 1 :** American Chrome Company**Model :** One Piece Hub Cap Kit, Steer, Volvo Chrome**Part No. :** 23768767**Size :** NR**Function :** Decorative**Descriptive Information :** Population of hub covers with part number 23768767.**Production Dates :** SEP 08, 2020 - MAY 10, 2021**Brand / Trade 2 :** American Chrome Company**Model :** One Piece Hub Cap Kit, Steer, Mack, Chrome**Part No. :** 23768773**Size :** NR**Function :** Decorative**Descriptive Information :** Population of hub covers with part number 23768773.**Production Dates :** SEP 08, 2020 - MAY 13, 2021**Brand / Trade 3 :** American Chrome Company**Model :** One Piece Hub Cap Kit, Steer, Volvo Matte Black**Part No. :** 23768768**Size :** NR**Function :** Decorative**Descriptive Information :** Population of hub covers with part number 23768768.**Production Dates :** SEP 08, 2020 - MAY 10, 2021

Brand / Trade 4 : American Chrome Company

Model : One Piece Hub Cap Kit, Steer, Mack, Matte Black

Part No. : 23768774

Size : NR

Function : Decorative

Descriptive Information : Population of hub covers with part number 23768774.

Production Dates : SEP 08, 2020 - MAY 13, 2021

Brand / Trade 5 : American Chrome Company

Model : One Piece Hub Cap Kit, Drive, Volvo, Chrome

Part No. : 23768770

Size : NR

Function : Decorative

Descriptive Information : Population of hub covers with part number 23768770.

Production Dates : SEP 08, 2020 - MAY 10, 2021

Brand / Trade 6 : American Chrome Company

Model : One Piece Hub Cap Kit, Drive, Volvo, Matte Black

Part No. : 23768771

Size : NR

Function : Decorative

Descriptive Information : Population of hub covers with part number 23768771.

Production Dates : SEP 08, 2020 - MAY 10, 2021

Brand / Trade 7 : American Chrome Company

Model : One Piece Hub Cap Kit, Drive, Mack, Chrome

Part No. : 23768775

Size : NR

Function : Decorative

Descriptive Information : Population of hub covers with part number 23768775.

Production Dates : SEP 08, 2020 - MAY 13, 2021

Brand / Trade 8 : American Chrome Company

Model : One Piece Hub Cap Kit, Drive, Mack, Matte Black

Part No. : 23768776

Size : NR

Function : Decorative

Descriptive Information : Population of hub covers with part number 23768776.

Production Dates : SEP 08, 2020 - MAY 13, 2021

Description of Defect :

Description of the Defect : One Piece Hub Cap kit compression insufficient retention force between hub cap and lug nuts due to change in lug nut manufacturer. Interim lug nut slightly smaller than on original production line, causing reduced retention.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Hub Cap may come off while truck is being driven which could result in a risk of injury.

Description of the Cause : Pull off force insufficient for application due to change in lug nut manufacturer on production line. Interim lug nut slightly smaller than product was designed for.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name : Hub Cap, Kit

Component Description : Decorative wheel hub covers

Component Part Number : 23768770, 23768767, 23768768, 23768771, 23768775, 23768773, 23768776, 23768774

Supplier Identification :

Component Manufacturer

Name : AMERICAN CHROME

Address : 518 W CROSSROADS PKWY

BOLINGBROOK Illinois 60440

Country : United States

Chronology :

April 22 2021, Volvo Trucks North America(VTNA) and Mack Trucks, Inc.(Mack) Reliability Engineering receives a report on wheel hub covers coming off vehicle. April 22 2021 PSWG Investigation Opened, May 13 2021, Hub covers are no longer shipped from our factory with our vehicles (Containment activity). May 17 2021 Product Safety Working Group Reviews findings of investigation and field reports, decision made to raise to Product Safety Committee. May 27 2021 Product Safety Committee determines a safety related defect. June 2 2021, VTNA and Mack notifies NHTSA that a voluntary recall will performed to address this issue. VTNA, Mack and American Chrome have no warranty claims associated with this issue.

Description of Remedy :

Description of Remedy Program : VTNA and Mack will have customers bring vehicles to dealers/authorized service centers and have the hub cover removed. When an appropriate solution is available, those customers will then be notified under a separate campaign (service program) to address the hub cover replacement. Pre-notification remedies will be addressed under existing processes on file with NHTSA by VTNA and Mack.

How Remedy Component Differs from Recalled Component : Re-design hub covers to ensure proper retention force on new production lug nuts.

Identify How/When Recall Condition was Corrected in Production : Stopped shipments on May 13, 2021 from our facilities. VTNA and Mack concurrently stopped shipments on May 13, 2021 from their manufacturing facilities and parts in their aftermarket were restricted from use. VTNA and Mack Dealer Service news published to inform dealers to no longer install any hub covers.

Recall Schedule :

Description of Recall Schedule : Per VTNA and Mack schedules. Stopped shipments on May 13, 2021 from our facilities. VTNA and Mack concurrently stopped shipments on May 13, 2021 from their manufacturing facilities and parts in their aftermarket were restricted from use. VTNA and Mack Dealer Service news published to inform dealers to no longer install any hub covers.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : Volvo Trucks North America

Address : 7900 National Service Road
Greensboro NC 27409

Country : US

Company Phone : NR

Name : Mack Trucks, Inc.

Address : 2100 Mack Boulevard
PO Box M Allentown PA 18105-5000

Country : US

Company Phone : NR

* NR - Not Reported