



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

May 6, 2021

Mr. Gerard Hones  
Mack Trucks, Inc.  
7900 National Service Road  
Greensboro, NC 27409

NEF-107MR  
21V-293

**Subject:** Insufficient Lubrication in Steering Transfer Case

Dear Mr. Hones:

This letter serves to acknowledge Mack Trucks, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MACK/LR/2019-2020

**Mfr's Report Date:** April 26, 2021

**NHTSA Campaign Number:** 21V-293

**Components:**

STEERING

**Potential Number of Units Affected:** 262

**Problem Description:**

Mack Trucks, Inc. (Mack) is recalling certain 2019-2020 LR vehicles. The steering transfer case may have an insufficient amount of oil.

**Consequence:**

The internal bearings may fail without sufficient lubrication, causing steering lock-up and increasing the risk of a crash.

**Remedy:**

Dealers will replace the transfer case, free of charge. Owner notifications letters were expected to be mailed on May 4, 2021. Owners may contact Mack customer service at 1-800-866-1177. Mack's number for this recall is SC0424.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Mack's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:



Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Mack Trucks, Inc.'s contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement