

Part 573 Safety Recall Report

21V-293

Manufacturer Name : Mack Trucks, Inc.

Submission Date : MAY 10, 2021

NHTSA Recall No. : 21V-293

Manufacturer Recall No. : SC0424



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 : 272

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2019-2020 Mack LR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Certain 2019 & 2020 LR model vehicles produced from November 28, 2018 to January 31, 2019 with a Curtis Transfer Case.

The vehicles were selected based on information (dates when suspect transfer cases were manufactured) provided by the supplier.

Production Dates : NOV 28, 2018 - JAN 31, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The issue is with the steering transfer case (commonly referred to as the miter box), which may have not received the required amount of oil at the supplier's manufacturing facility.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As a result, the internal bearings may fail and cause steering lock-up, which under certain conditions increases the risk of a vehicle crash.

Mack has not received any reports of vehicle crashes. Out of an abundance of caution, we are asking customers to park these vehicles until they are inspected and cleared or repaired.

Description of the Cause : Supplier defect.

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : Steering Transfer Case

Component Description : Steering transfer case commonly referred to as miter box.

Component Part Number : 84726804

Supplier Identification :

Component Manufacturer

Name : Curtis Machine Company Inc.

Address : 4209 Jayhawk Drive
Dodge City Kansas 67801-0700

Country : United States

Chronology :

December 16, 2020 Potential issue identified. Investigation opened.

April 19, 2021 Results of investigation presented to Product Safety Working Group (PSWG). PSWG views the issue as a potential safety defect and decides to raise it to Product Safety Committee (PSC)

April 22, 2021 Mack Trucks Product Safety Committee (PSC) determines that a safety defect exists.

April 26, 2021 Mack Trucks submits a defect report to NHTSA.

There are two reports of steering lock up at low speed. 1st report received on Dec. 16, 2020. 2nd report received the week of Feb. 15, 2021.

Description of Remedy :

Description of Remedy Program : The transfer case will be inspected for a particular build date . Transfer Cases that are found to have the suspect build date(s) will be replaced. Repairs associated with the defect that occur before the owner notification will be addressed according to Mack's prenotification reimbursement policy.

How Remedy Component Differs from Recalled Component :

The transfer case has the required amount of oil.

Identify How/When Recall Condition was Corrected in Production :

When the potential issue was discovered in December 2020, the supplier and Mack reviewed all transfer cases at our production facility. All parts checked were good - had the required amount of oil in the transfer case. Further review of the suppliers records suggest that 8 transfer cases in total did not receive the correct amount of oil.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified on April 27, 2021. Owner notifications are planned for release from May 4 to May 7.

Planned Dealer Notification Date : APR 27, 2021 - APR 27, 2021

Planned Owner Notification Date : MAY 04, 2021 - MAY 07, 2021

* NR - Not Reported