



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 12, 2021

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

NEF-107MR
21V-856

Subject: Broken Shaft Seal May Cause Loss of Power Steering

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/GRANITE (GR)/2021
MACK/LR/2021

Mfr's Report Date: November 3, 2021

NHTSA Campaign Number: 21V-856

Components:

STEERING:HYDRAULIC POWER ASSIST:PUMP

Potential Number of Units Affected: 79

Problem Description:

Mack Trucks, Inc. (Mack) is recalling certain 2021 Granite and LR vehicles. A machining defect may cause pressure to build in the power steering pump and break the shaft seal, resulting in a loss of power steering assist.

Consequence:

A loss of power steering assist increases the risk of a crash.

Remedy:

Dealers will replace the power steering pump, free of charge. Owner notification letters are expected to be mailed December 22, 2021. Owners may contact Mack customer service at 1-800-866-1177. Mack's number for this recall is SC0432.

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.nhtsa.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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