

# Part 573 Safety Recall Report

# 22V-204

**Manufacturer Name :** Mack Trucks, Inc.**Submission Date :** MAY 25, 2022**NHTSA Recall No. :** 22V-204**Manufacturer Recall No. :** SC0434**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 : 33

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2021-2023 MACK LR BATTERY ELECTRIC VEHICLE

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

**Descriptive Information :** Engineering testing has shown a deviation from the internal acceptable standard allowance for hydraulic assist during evasive maneuvering. The power steering assist system loses pressure during aggressive maneuvering and causes increased torque on the steering wheel. The safety defect affects Mack LR model BEV (battery electric vehicles) - 37 total (33 in the US, 4 in Canada).

Production Dates : FEB 20, 2020 - MAR 07, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** The steering system loses pressure and causes increased torque on the steering wheel. Engineering tested an 18.9 ratio gear single pump and determined the outcome to not be acceptable per the internal standard.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Potential for the driver to lose hydraulic assist during strong steering/evasive maneuvering. The risk is a potential vehicle crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

**Involved Components :**

Component Name 1 : Steering Hydraulic Assist System

Component Description : Steering gear and power steering pump software

Component Part Number : This is not a component problem it is a systems issue.

Component Name 2 : This is not a component problem it is a system

Component Description : This is not a component problem it is a systems issue.

Component Part Number : This is not a component problem it is a systems issue.

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

March 21, 2022: Issued raised to Product Safety Working Group from Engineering, March 23, 2022: Issue approved for recommendation to Product Safety Group, March 24, 2022: Product Safety Committee approves recall decision, March 29, 2022: Internal notifications sent and 573 report filed with NHTSA. THERE HAVE BEEN NO WARRANTY CLAIMS, FIELD OR SERVICE REPORTS RELATED TO THIS ISSUE.

## Description of Remedy :

Description of Remedy Program : VEHICLES WILL HAVE A HIGHER RATIO STEERING GEAR INSTALLED AND NEW SOFTWARE FOR THE POWER STEERING PUMP. VEHICLES ARE BRAND NEW AND UNDER WARRANTY ANY PRE-NOTIFICATION REMEDIES PERFORMED OUTSIDE DEALER NETWORK ARE COVERED UNDER MACK'S PRE-NOTIFICATION REMEDY PROGRAM.

How Remedy Component Differs from Recalled Component : Higher Ratio Steering gear and new power steering pump software for higher RPM's on the steering pump.

Identify How/When Recall Condition was Corrected in Production : Stop Shipment at factory March 29, 2022. Vehicles are on hold pending remedy correction in production.

**Recall Schedule :**

Description of Recall Schedule : March 29, 2022: Notify Sales and Service and other internal stakeholders  
April 1, 2022: Notify Dealers and post VIN list, dealer alert to Trucks Dealer Portal  
By May 30, 2022: Notify owners of affected trucks

Planned Dealer Notification Date : APR 01, 2022 - APR 01, 2022

Planned Owner Notification Date : MAY 30, 2022 - MAY 30, 2022

\* NR - Not Reported