

Part 573 Safety Recall Report

23V-605

Manufacturer Name : Mack Trucks, Inc.**Submission Date :** AUG 30, 2023**NHTSA Recall No. :** 23V-605**Manufacturer Recall No. :** SC449**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 :** 395**Estimated percentage with defect :** 100 %**Vehicle Information :****Vehicle 1 :** 2024-2024 Mack MD6 and MD7.**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :** UNKNOWN**Power Train :** DIESEL**Descriptive Information :** Certain 2024 MD 6 and MD 7 models manufactured from June 23, 2023 and July 21, 2023 when improperly calibrated torque tooling was in use. The number of affected vehicles is 395.**Production Dates :** JUN 23, 2023 - JUL 21, 2023**VIN Range 1 : Begin :** 1M2MDBAA5RS010044 **End :** 1M2MDBAA6RS012417 ☒ Not sequential**Description of Defect :****Description of the Defect :** The steering gear fasteners may not be torqued to specification.**FMVSS 1 :** NR**FMVSS 2 :** NR**Description of the Safety Risk :** Under-torqued fasteners can result in loss of clamp load, which may affect the steering and potentially cause loss of vehicle control. There have been no reports of accidents or loss of vehicle control associated with this condition.**Description of the Cause :** Manufacturing issue. Torque tool used in tightening steering gear fasteners was improperly calibrated and final assembly torque was not to specification.**Identification of Any Warning that can Occur :** Loose fasteners are detectable during visual inspection, driver alignment and the driver may be able to discern that there is an issue felt in the steering/handling of the vehicle.**Involved Components :**

Component Name 1 : M20*140

Component Description : HEXAGON SCREW

Component Part Number : 00992482

Supplier Identification :

Component Manufacturer

Name : Mack Trucks

Address : 7825 National Service Rd.
Greensboro North Carolina 27409-9667

Country : United States

Chronology :

August 15 2023 Mack Manufacturing Engineering reports to Product Safety Working Group that Mack Medium Duty assembly plant has reported that the have a potential under torque situation on steering gear fasteners, an investigation is opened at that time.

August 21, 2023 Product Safety Working Group meets and evaluates the investigation results and recommends that this be brought to Product Safety Committee as a potential product safety defect.

August 25, 2023 Product Safety Committee meets and decides that a product safety defect exists.

August 30, 2023 573 Report filed with NHTSA.

There have been no field reports, warranty claims or customer complaints associated with this issue.

Description of Remedy :

Description of Remedy Program : Remedy program will be to tighten the steering gear fasteners to specification
Reimbursement for the recall will be covered by Manufacturer's Reimbursement Plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The remedy, component fasteners will be properly tightened to specification. 00992482, HEXAGON SCREW, M20*140

Identify How/When Recall Condition was Corrected in Production : Torque assembly tooling in our factory was corrected on August 4, 2023.

Recall Schedule :

Description of Recall Schedule : Dealer notification will begin on September 4, 2023 and owner notification will begin on or before October 23, 2023

Planned Dealer Notification Date : SEP 04, 2023 - SEP 04, 2023

Planned Owner Notification Date : OCT 23, 2023 - OCT 23, 2023

* NR - Not Reported