

Part 573 Safety Recall Report

24V-504

Manufacturer Name : Mack Trucks, Inc.

Submission Date : JUL 02, 2024

NHTSA Recall No. : 24V-504

Manufacturer Recall No. : SC0468



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 : 59

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2025-2025 Mack LR GR(Granite) PI (Pinnacle)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population is defined by specific vehicles equipped with COMPOSILITE EXS20 lift axle suspension assemblies built with suspect tie rod assemblies based upon shipping dates of the suspect axle assemblies and our build dates of vehicles. There are 59 Mack/LR/GR(Granite)/PI(Pinnacle)

Production Dates : APR 11, 2024 - JUN 18, 2024

VIN Range 1 : Begin : 1M2LR7GC1SM002729 **End :** 1M2GR3NC7SM005650 ☒ Not sequential

Description of Defect :

Description of the Defect : As described in Hendrickson's equipment recall 24E-051: "A limited number of Hendrickson COMPOSILITE EXS20 steerable auxiliary lift axle suspension assemblies are equipped with suspect tie rod assemblies with ball stud components that may not have been properly heat treated during manufacture."

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As described in Hendrickson's equipment recall 24E-051: "In some cases, the above-referenced condition may cause the tie rod assembly ball studs to fail. This can further result in (1) improper operation of the lift axle steerable wheels, (2) partial separation of the tie rod assembly from the lift axle, and/or (3) foreign object debris on the roadway, increasing the risk of a crash and/or injury. Hendrickson has not received any warranty claims, end user complaints, or field reports of accidents or injuries associated with this issue."

Description of the Cause : As described in Hendrickson's equipment recall 24E-051 Hendrickson's

supplier mixed improperly hardened ball studs, resulting from an experimental heat treatment process, with production-ready ball studs.

Identification of Any Warning that can Occur : As described in Hendrickson's equipment recall 24E-051: "There is no warning prior to any ball stud failure"

Involved Components :

Component Name 1 : Tie rod assembly

Component Description : Tie rod assembly equipped with ball studs

Component Part Number : USK Part No. 045537-2000

Supplier Identification :

Component Manufacturer

Name : Hendrickson Specialty Products

Address : 277 N High Street
Hebron Ohio 43025

Country : United States

Chronology :

May 25, 2024: Volvo was notified from supplier of the potential that experimental ball studs were shipped in error.

May 28, 2024: Product Safety Evaluation Committee informed of a potential issue involving experimental heat treated ball studs. Investigation opened with testing results on-going.

May 29, 2024: Failure of the ball stud during vehicle operations within our factory with no personnel injury or property damage.

May 30, 2024 Inquiries from Product Safety Evaluation Committee to our supply base which may be impacted by this issue.

May 31, 2024 Hendrickson informs us that we are not impacted.

June 13, 2024 Hendrickson informs us that we are impacted and will be notifying NHTSA.

June 24, 2024 Hendrickson informs Volvo that they have filed a safety recall report on behalf of the

Hendrickson Auxiliary Axle Group.

June 24, 2024 Product Safety Evaluation Committee meets and makes the recommendation that this be raised to the Product Safety Committee.

June 27, 2024 Product Safety Committee meets and determines that a product safety defect exists and vehicles will be recalled.

July 2, 2024 DIR report filed with NHTSA.

There have been no warranty claims, field reports, accidents or injuries reported with this issue, specific to the COMPOSILITE EXS20 lift axle suspension assemblies,

Description of Remedy :

Description of Remedy Program :	Vehicles will be recalled and the vehicles will be inspected for suspect axle serial numbers and if found to be suspect, the tie rod end assembly will be replaced. 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 tie rod assemblies provided by Hendrickson will include properly heat treated ball studs. Tie rod assembly, tie rod assembly equipped with ball studs, USK Part No. 045537-2000
Identify How/When Recall Condition was Corrected in Production :	All vehicles impacted were put on hold and vehicles on hold will be corrected before being released. Production was corrected on June 19, 2024.

Recall Schedule :

Description of Recall Schedule :	Dealer notification will begin on or before July 5, 2024 and owner notification will begin on or before August 30, 2024
Planned Dealer Notification Date :	JUL 05, 2024 - JUL 05, 2024
Planned Owner Notification Date :	AUG 30, 2024 - AUG 30, 2024

* NR - Not Reported