



Mack Trucks, Inc.
Greensboro, NC USA

Field Service Bulletin Trucks

SB-10052252-7963

Date	Group	No.	Release	Page
5.2013	820	002	01	1(7)

Hood Shock Leaks
CXU

FSB 820-002, Hood Shock Leaks

(May 2013)

Information

To address complaints of short service life of hood shocks on CXU model trucks built prior to April 1, 2013, Mack has released a new shock with protective boot. Follow the procedure outlined in this bulletin to properly install the new shock.

Note: Information is subject to change without notice.
Illustrations are used for reference only, and may differ slightly from the actual engine version. However, key components addressed in this information are represented as accurately as possible.

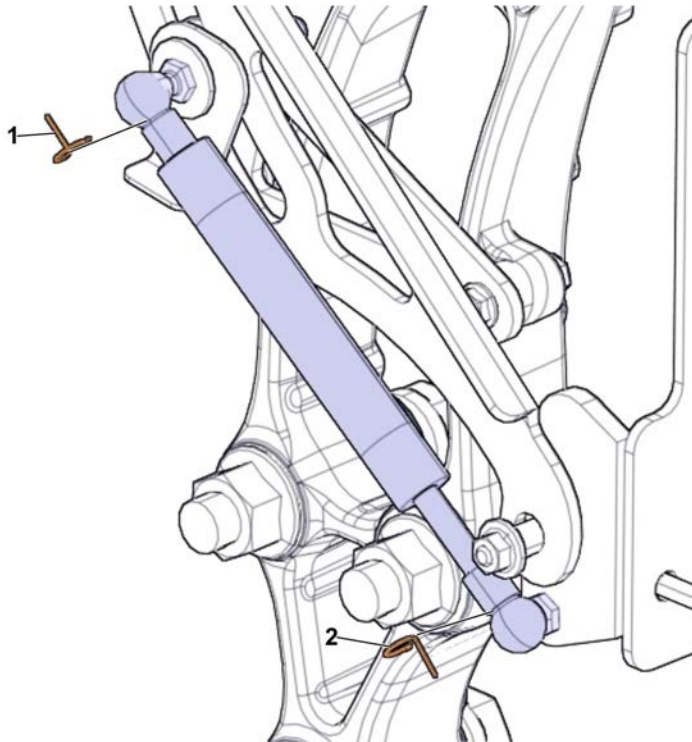
Required Parts

Quantity	Part Number	Description
1	82058995	Ball Stud
1	994941	Spacer
1	948823	Washer
2	82713432	Shock

Procedure

You must read and understand the precautions and guidelines in Service Information Function Group 80, "General Safety Practices, Cab" before performing this procedure. If you are not properly trained and certified in this procedure, ask your supervisor for training before you perform it.

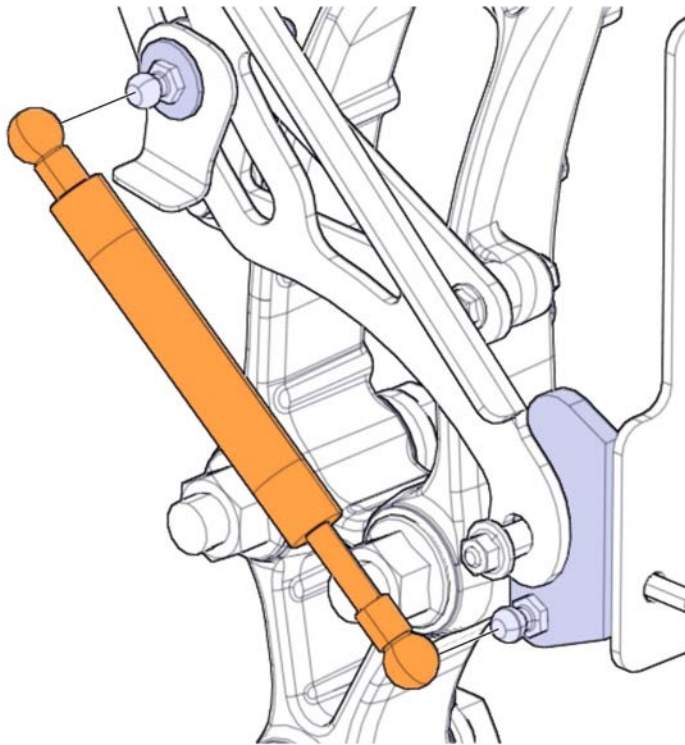
- 1 Secure the vehicle for service by parking it on a flat level surface, applying the parking brake, chocking the rear wheel, and placing the transmission in neutral.
- 2 Disconnect all cables from the negative (ground) and positive battery terminals to prevent personal injury from electrical shock and prevent damage to electrical components.
- 3 Open the hood.
- 4 On the right hand side (latch side) remove the safety clips from both ends of the hood shock.



W8082073

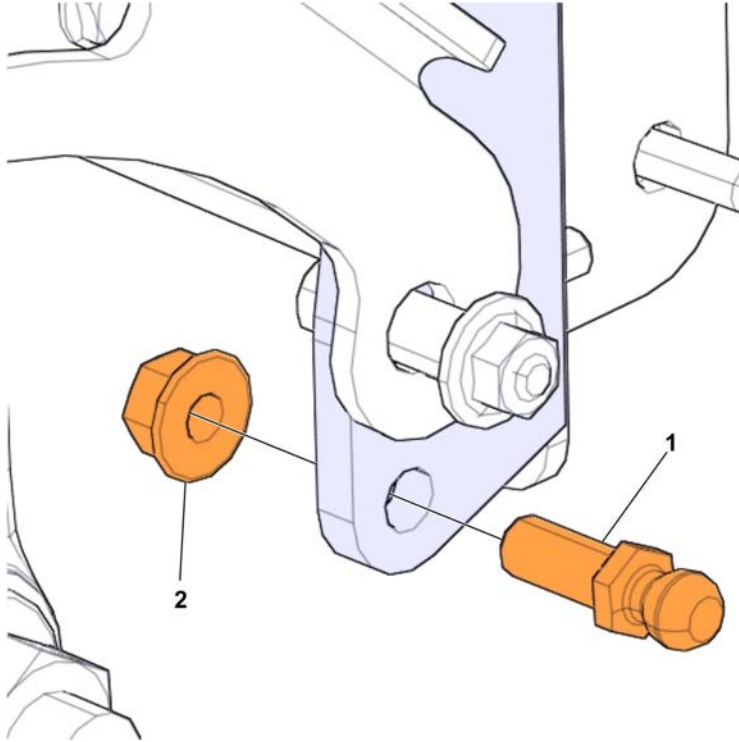
- 5 Using a suitable tool, remove the shock from the frame (or radiator support) ball stud first. Then remove the shock from the hood mounted bracket ball stud.

Note: The hood will move slightly forward when the shock is removed.



W8082074

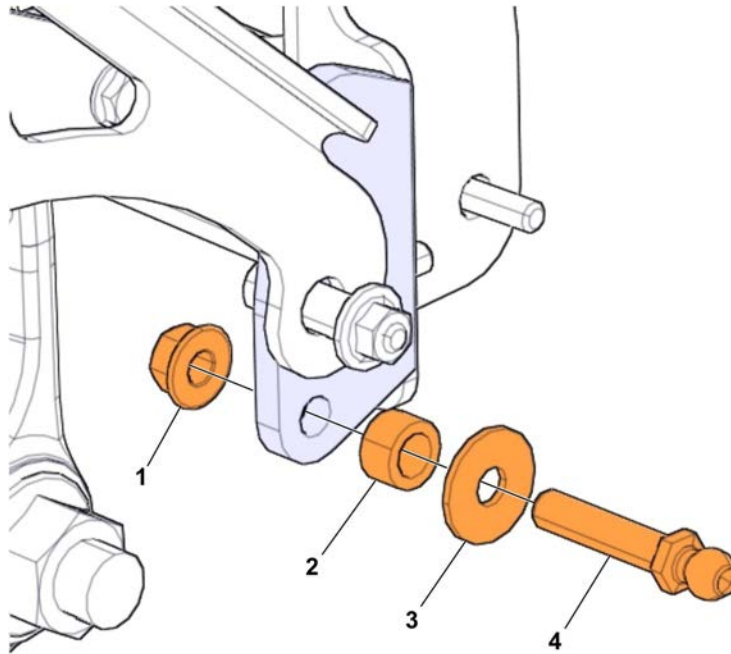
- 6 On the right hand side of the hood, remove the ball stud from the hood mounted bracket.



W8082075

- 1 – Ball Stud
2 – Lock Nut

- 7 On the right hand side of the hood, at the hood mounted bracket, install the supplied ball stud, spacer and washer. Torque fastener to 48 ± 8 Nm (35.4 ± 6 ft-lb).



W8082076

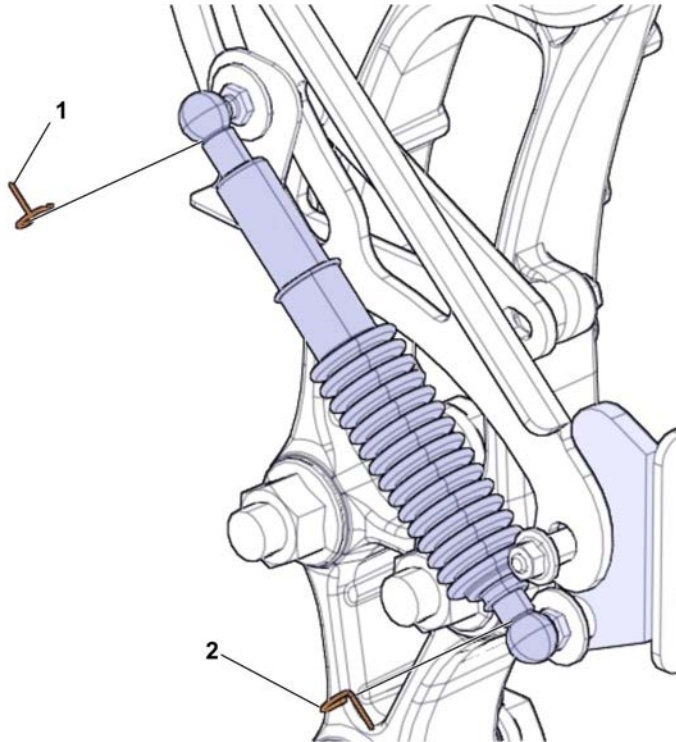
- 1 – Lock Nut
- 2 – Spacer (part number 994941)
- 3 – Washer (part number 948823)
- 4 – Ball Stud (part number 82058995)

- 8 At the hood mounted bracket, using moderate pressure, push the shaft end of the shock onto the ball stud.
- 9 Install the body end of the shock on the frame (or radiator support) mounted ball stud.

Note: The hood may have to be moved slightly to attach the body end of the shock.

10 Install the safety clips (1 and 2) in the ends of the shock.

Note: Turn the ball ends of the shock slightly to allow safety clip installation.



W8082077

11 On the left hand side of the hood, remove the safety clips from both ends of the hood shock.

12 Using a suitable tool, remove the shock from the frame (or radiator support) ball stud first. Then remove the shock from the hood mounted bracket.

Note: The hood will move slightly forward when the shock is removed.

13 At the hood mounted bracket, using moderate pressure, push the shaft end of the shock on the ball stud.

14 Install the body end of the shock on the frame (or radiator support) mounted ball stud.

Note: Move the hood slightly to attach the body end of the shock.

15 Install the safety clip ends of the shock.

Note: Turn the ball ends of the shock slightly to allow safety clip installation.

16 By carefully opening and closing the hood, check the operation of the hood struts.

17 Close and latch the hood.

18 Install all previously removed cables to the ground (negative) battery terminals.

Reimbursement

This repair may be eligible for reimbursement if a product failure was experienced within time and mileage limits of the applicable Warranty coverage. Reimbursement is obtained via the normal claim handling process.	
Claim Type (used only when uploading from the Dealer Bus. Sys.)	01
Labor Code	
Primary Labor Code	6221T-ZP-80 0.3 hrs.
Causal Part	21007401

Mack Trucks, Inc. engages in a comprehensive program of testing and evaluating to provide the best possible product. Mack Trucks, Inc. however, is not committed to, or liable for updating existing vehicles.