

# ***SERVICE PROCEDURE***

24501  
February, 2024

**SUBJECT: SAFETY RECALL**

Release to Service  
Information  
02/19/2024  
Product Safety

Driver Seat Belt Tether Anchor Bolt on certain 2024 International® HV™ and MV™ Series trucks built 09/19/2023 thru 10/16/2023 at the San Antonio, TX plant with feature code 0016LJS, 0016JNV, 0016LWW, 0016JPX, or 0016JYX (Driver Seat)

## **CUSTOMER LETTER**

Print ready (PDF file) copy of the [Customer Letter](#)

## **DEFECT DESCRIPTION**

The driver seat tether bolt may not be properly seated in the anchor, causing a bind at the anchor point. Under normal seat belt use, the bind may loosen, which may, over time, cause the entire joint to become loose. A seat belt with a tether anchor bolt not properly seated may, over time, loosen to a point that it may not properly restrain the operator in a vehicle crash, which could increase the risk of injury.

## **MODELS INVOLVED**

This safety recall involves certain 2024 International® HV™ and MV™ Series trucks built 09/19/2023 thru 10/16/2023 at the San Antonio, TX plant with feature code 0016LJS, 0016JNV, 0016LWW, 0016JPX, or 0016JYX (Driver Seat).

## **ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with Safety Recall 24501. Also complete any other open campaigns listed on the Service Portal at this time.

**NOTE: Using the International Parts System, verify the tether, anchor bolt and seat belt retractor assembly part numbers if replacement is required after the inspections.**

**NOTE: Do not pre-order retractor or belt tether assemblies for inventory; only order as needed when found damaged.**

## **PARTS INFORMATION**

<b>Part Number</b>	<b>Part Description</b>	<b>Quantity</b>
2515201C1	Retractor Assembly, W/Slider, BLACK	1 (If Required)
2515202C1	Retractor Assembly, W/Slider, ORANGE	1 (If Required)
2515204C1	Retractor Assembly, W/Slider, RED	1 (If Required)
3554369C1	Bolt Special Seat Belt Anchor (Tether to Seat)	1 (If Required)
3554364C2	Bolt Special Seat Belt Anchor (For Retractor Assembly)	3 (If Required)
3711388C1	Belt Tether ASM 15.5 IN	1 (If Required)
3711389C1	Belt Tether ASM BLACK 13.2 IN	1 (If Required)
3711394C1	Belt Tether ASM 14.57 IN	1 (If Required)

**Table 1** Parts Information

## **SERVICE PROCEDURE**

**WARNING!** To prevent personal injury and / or death, or damage to property, park vehicle on hard flat surface, turn the engine off, set the parking brake and install wheel chocks to prevent the vehicle from moving in either direction.

**WARNING!** To prevent personal injury and / or death, always wear safe eye protection when performing vehicle maintenance.

1. Park vehicle on flat surface.
2. Shift transmission to Park or Neutral and set parking brake.
3. Turn ignition to Key OFF position.
4. Install wheel chocks.

## INSPECTION STEPS



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**Figure 1. Seat Belt Tether at Driver-Side Seat**

1. Seat belt tether bolt

5. Access driver-side seat belt tether (Figure 1).

**NOTE: Looking directly at the tether assembly on the door side of driver-side seat, rotate both retractor plate and tether anchor plate forward and rearward. Pay close attention to tether bolt in the seat bar shaft (Figure 1, Item 1) to be sure it is not loose or rotates during the tether rotation inspection.**

6. Perform inspection:

- a. Looking directly at the tether assembly on the door side of driver-side seat, rotate both retractor plate and tether anchor plate forward and rearward. Pay close attention to tether bolt in the seat bar shaft (Figure 1, Item 1) to be sure it is not loose or rotates during the tether rotation inspection. If bolt is loose or inner tether is clamped tight and did not rotate, proceed to Step 7.
- b. If bolt head is not loose, and the retractor plate and tether anchor plate can rotate around the axis of the anchor bolt, using torque wrench, tighten the tether bolt to 35 lb-ft (42 N·m). After tightening the bolt, verify no threads are visible. Proceed to Step 22.

## LOOSE BOLT OR DAMAGED TETHER PROCEDURE



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**Figure 2. Tether Plate Clearance Hole at Anchor Bar**

1. Non-compliant tether
  2. Compliant tether
7. Remove tether bolt from seat bar shaft and inspect clearance holes (Figure 2, Items 1 & 2) on both retractor and tether plate for any damage or burring:
- a. If tether plate is damaged or burred, proceed to Step 8.
  - b. If retractor plate is damaged or burred, proceed to Step 12.
  - c. If there is no damage that would prevent free rotation of these parts, they do not have to be replaced. Proceed to Step 10.



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### Figure 3. Seat Belt Tether at Cab Floor

1. Tether bolt at cab floor

8. Remove lower tether bolt from cab floor (Figure 3, Item 1) and discard tether and bolt.
9. Using a new tether strap assembly and new anchor bolt, install tether strap at cab floor. Using torque wrench, tighten bolt to 35 lb-ft (42 N·m).

**NOTE: When reassembling the straps to the seat, ensure that retractor plate and the tether anchor plate are positioned onto the shoulder of the anchor bolt and also ensure that retractor anchor plate is against the head of the bolt.**

10. Does the seat belt assembly need to be replaced?
  - a. Yes, retractor plate is damaged. Proceed to Step 12.
  - b. No, retractor plate is not damaged. Proceed to the next step.

11. Using new anchor bolt, position retractor plate against bolt head and then install tether plate on new anchor bolt. Loosely install bolt to seat bar shaft, ensuring both plates remain on shoulder of the bolt during the tightening procedure. Using torque wrench, tighten bolt to 35 lb-ft (N·m). Verify retractor and tether plates rotate freely.

## **RETRACTOR PROCEDURE**



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**Figure 4. Seat Belt Retractor D-Ring**

1. Retractor D-ring bolt
12. Remove driver-side scuff plate and save for reuse.
13. Remove seat belt retractor D-ring bolt (Figure 4, Item 1).



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**Figure 5. Seat Belt Retractor Anchor Bolt**

1. Retractor anchor bolt
14. Remove lower anchor bolt (Figure 5, Item 1) securing retractor assembly and discard.
15. Remove retractor assembly and discard.
16. Install new retractor assembly and new anchor bolt (Figure 5, Item 1). Align retractor and loosely install anchor bolt.
17. Using torque wrench, tighten bolt to 35 lb-ft (42 N·m).
18. Align and position retractor D-ring and loosely install anchor bolt (Figure 4, Item 1). Ensure seat belt strap is not twisted between retractor and upper D-ring when installing.
19. Using torque wrench, tighten bolt to 35 lb-ft (42 N·m).
20. Using new anchor bolt, position retractor plate against bolt head and then install tether plate on new anchor bolt. Loosely install bolt to seat bar shaft, ensuring both plates remain on shoulder of the bolt during the tightening procedure. Using torque wrench, tighten bolt to 35 lb-ft (42 N·m). Verify both retractor and tether plates rotate freely.

21. Position and install driver-side scuff plate. Tighten fasteners securely.
22. Remove wheel chocks.

## **END OF SERVICE PROCEDURE**

### **LABOR INFORMATION**

<b>Operation Number</b>	<b>Description</b>	<b>Time</b>
A40-24501-1	Inspection and verify torque only / repair not required	0.3 hrs
A40-24501-2	Inspect and replace anchor tether	0.4 hrs
A40-24501-3	Inspect and replace retractor	0.4 hrs

**Table 2** Labor Information

### **CAMPAIGN IDENTIFICATION LABEL**

Each vehicle corrected in accordance with this campaign must be marked with a CTS-1075 Campaign Identification Label.

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.



## **ADMINISTRATIVE / DEALER RESPONSIBILITIES**

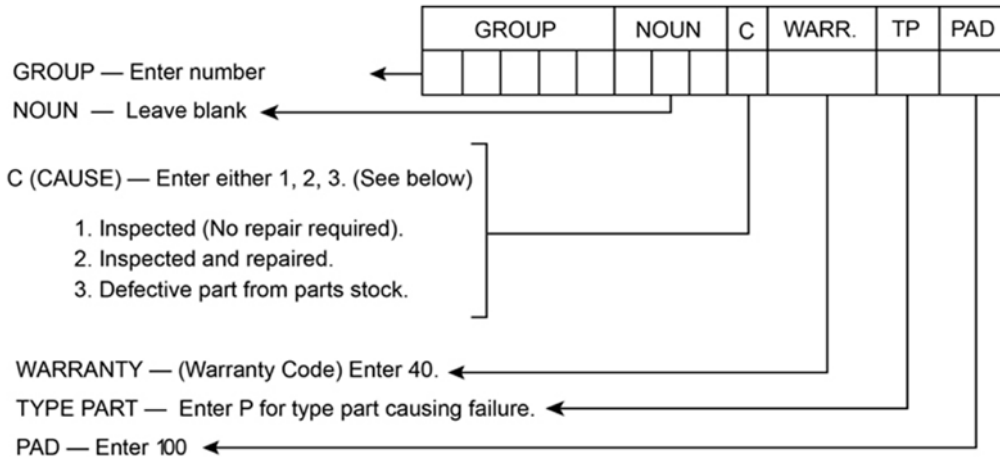
### **WARRANTY CLAIMS**

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 24501.

Section 7 of the Warranty Policy and Procedures Manual contains further information related to the submission and processing of AFC / Recall claims.

As with all claim submissions, items acquired locally must be submitted in the "Other Charges" tab. The cost of any bulk items (such as a bag of cable tie straps, roll of wire, barrel of oil, or tube of silicone) should be prorated for the cost of the individual pieces / amount used during each repair.





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## UNITED STATES AND POSSESSIONS

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to replacement with an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in inventory. Federal law prohibits a dealer from delivering under a sale or lease, a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification of a recall until the defect or noncompliance is remedied.

Dealers must make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list may contain information obtained from state motor vehicle registration records, and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

## **CANADA**

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your dealer location.

Dealers must make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list may contain information obtained from state motor vehicle registration records, and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

## **EXPORT**

Export Distributors should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your distributor location.

Export Distributors are to submit warranty claims in the usual manner making reference to this recall number.

Export Distributors are expected to provide full cooperation and follow-up with respect to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

## **NAVISTAR, INC.**