

SAFETY RECALL

Mack Trucks Inc.
Greensboro, NC USA



Date	Number	Release	Page
09.2024	SC0469	01	1(8)

Rolltek Seat Installation AN, GR, PN

RECALL INFORMATION

Mack Trucks has determined that certain model year 2024 to 2025 AN, GR, and PN vehicles may have Rolltek seat to seat pedestals and seatbelt attachment(s) that may not have been properly torqued. In the event of an accident, the seat-to-seat pedestal attachment and/or seat belt attachment(s) may fail, increasing the risk of injury to the driver or passenger.

To ensure that these vehicles meet Mack's rigorous quality requirements, follow the instructions outlined below to replace and properly torque the seat-to-seat pedestal bolts and seatbelt attachment bolts.

VEHICLES AFFECTED

Certain 2024-2025 Mack vehicles manufactured between July 27th, 2023, and May 10th, 2024.

VEHICLE QUANTITY

There are 342 vehicles affected by this recall. (243 U.S., 23 CAN., 76 Export)

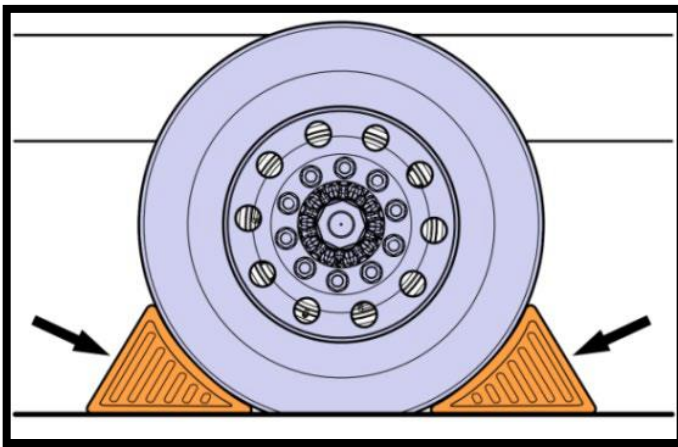
Parts

Parts will be ordered through normal ordering process.

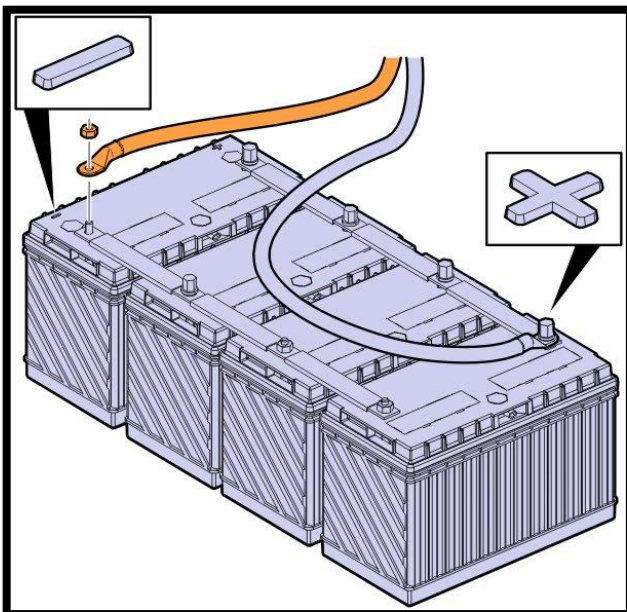
Part Number	Part Description	Quantity
23603458	Screw	6
25094501	Flange Screw; black	2
25092129	Hexagon Screw	1
24831490	Tamperproof Label	1

Inspection and Repair Instructions

1. Secure vehicle for service by parking on a flat and level surface.
2. Apply parking brake.
3. Place the transmission in neutral or park.
4. Install the wheel chocks.



5. Disconnect the cable from the negative terminal.



6. Locate the six (6) bolts on the seat pedestal. There are four bolts on top and one bolt on each side of the riser. Replace each bolt and torque to 23 ± 1 Nm.

Tightening Torque
23 ± 1 Nm



7. Locate, replace, and torque the two tether bolts attached to the cab floor behind the seat and torque to 65 Nm.

Tightening Torque
65 Nm

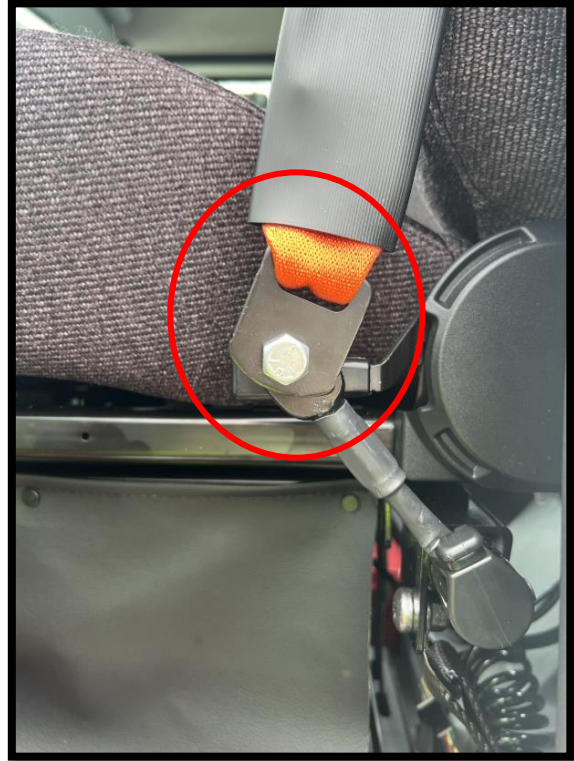


8. Replace the seat belt bolt ensuring that the mounting tab is angled towards the driver. Torque to 55 Nm.

Tightening Torque
55 Nm

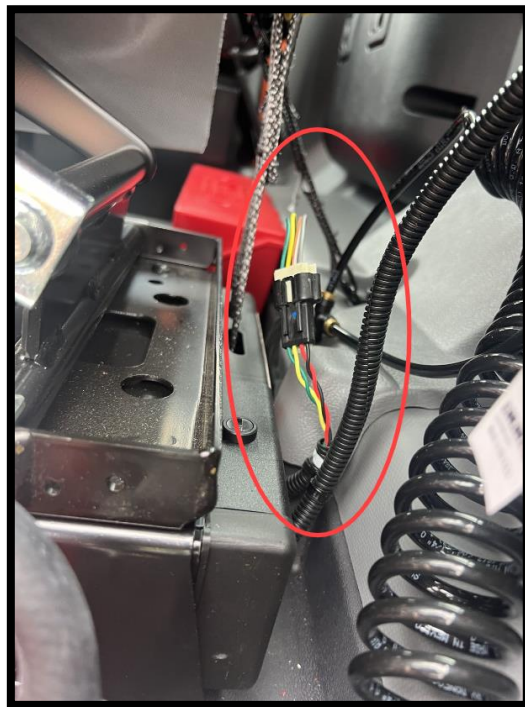
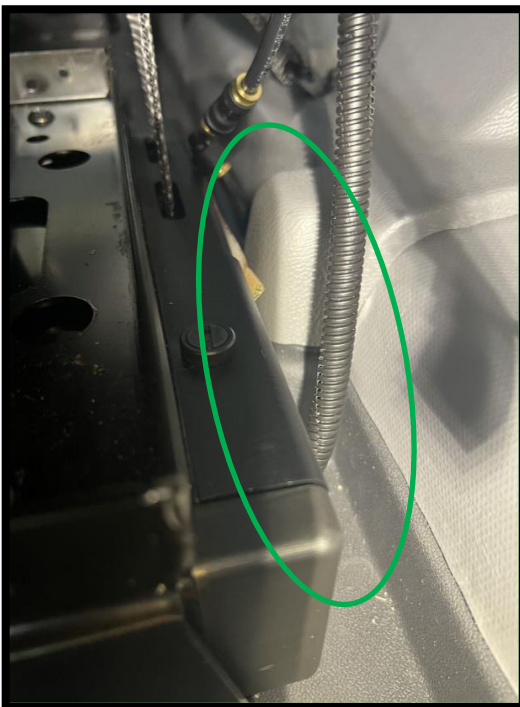


*Angled towards driver

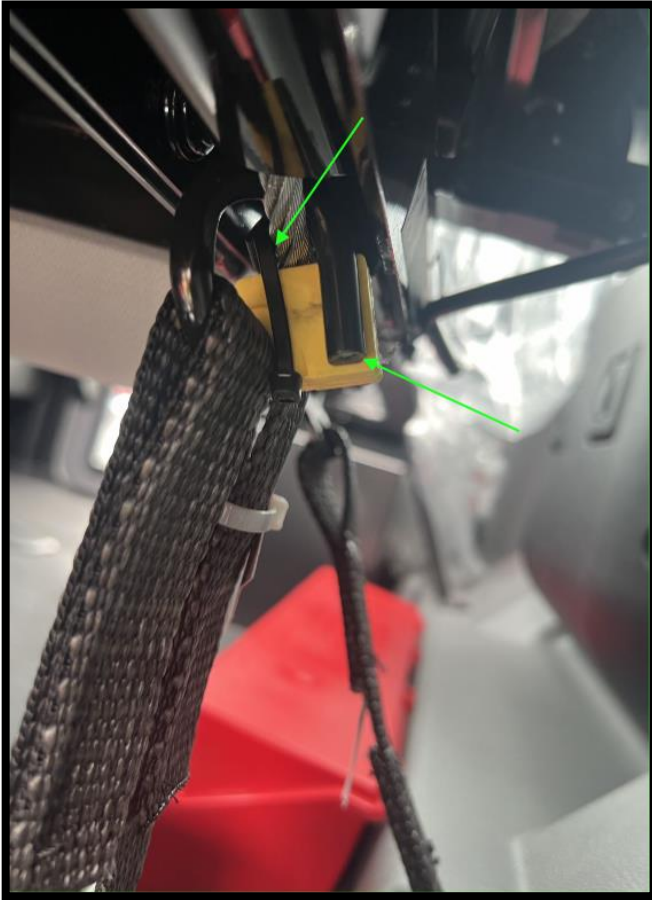


*Angled away from driver

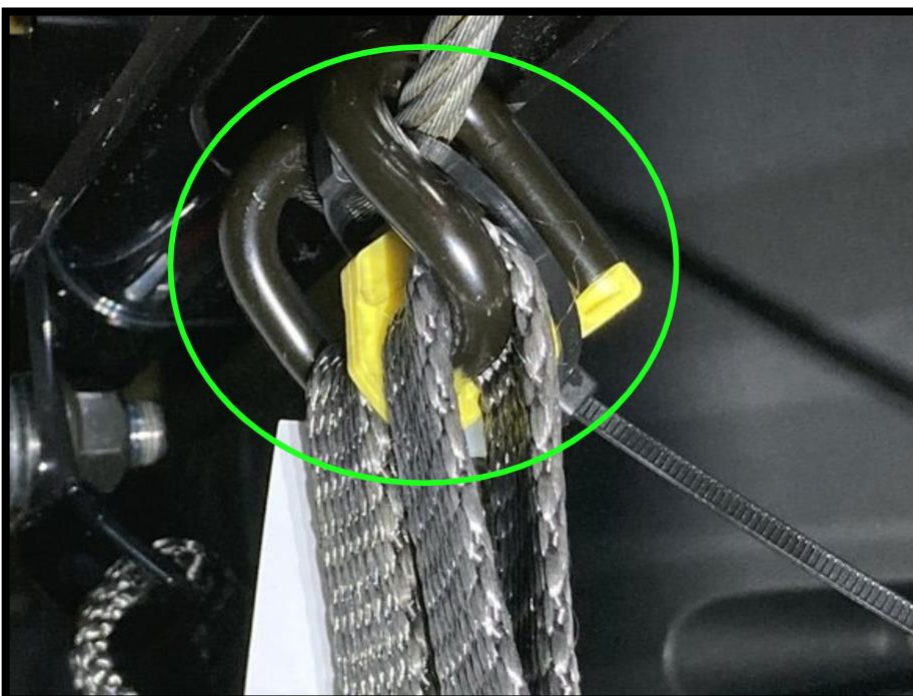
9. Wires should be secured in the box at the bottom backside of the seat. Secure wires inside if they are found outside of the box.



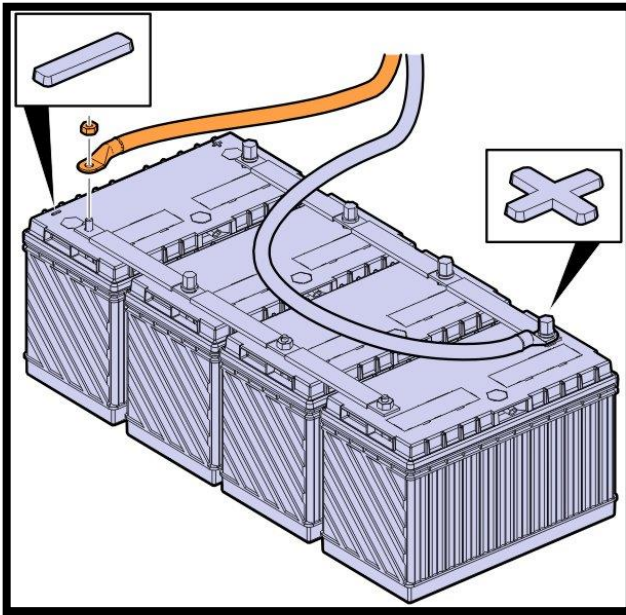
10. Check that the yellow locking tab is fully engaged between the metal hooks and zip tie is fed through the plastic housing on the cable to secure the yellow tab.



11. Straps from rear component box installed on lower seat bracket should not be twisted.



12. Reconnect negative terminal to the battery.

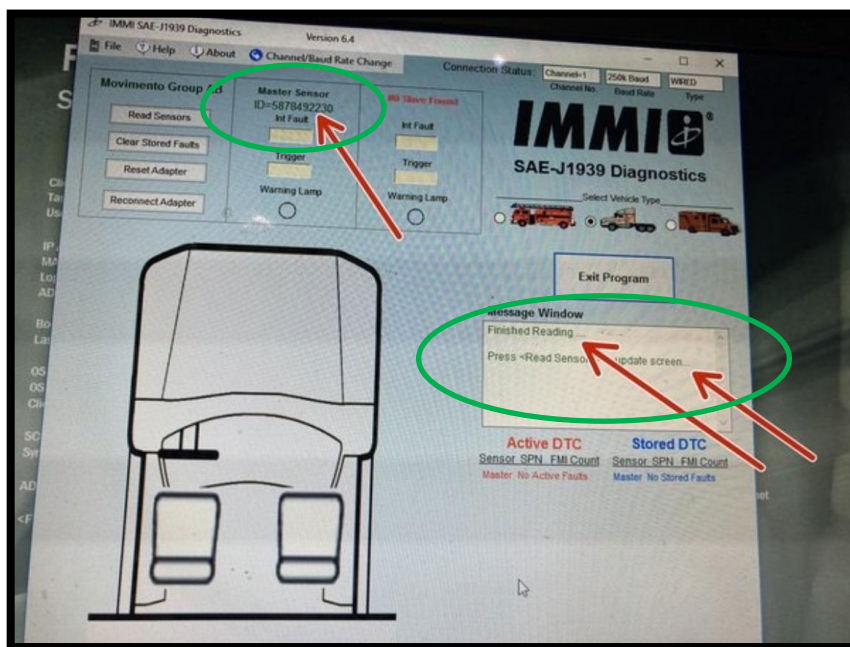


13. Download diagnostics software.

- a. <https://www.imminet.com/resources/rolltek-troubleshooting/volvo-mack-rolltek-support/>
- b. Password: 247951 IMMI

14. Plug computer into OBD port and run the diagnostic test. All three illustrations shown below should be green if RollTek seat is functioning properly. Ensure any stored DTC's are cleared.

- a. If you have active DTC's, follow the troubleshooting guide found on the link provided.
- b. If no active DTC's are present, unhook service tool and return truck to service.



15. Replace tamperproof label.



16. Return truck to service.

REIMBURSEMENT

<p>This repair is covered by an authorized Safety Recall. Reimbursement is obtained through the normal claim handling process.</p>	
	UCHP Reimbursement
Claim Type (used only when uploading from the Dealer Business System)	40
Recall Status	
Vehicle repaired per instructions	1-Modified per instructions
Primary Labor Code	
Primary Labor Code: 1720-16-09-01 Campaign, General	SRT (0.1 x 14) 1.4 hr
Causal Part	23603458
Authorization Number	C0396

Note: Dealers or the designated representatives are to perform Safety Recall on all subject vehicles at no charge to the vehicle owner regardless of mileage, age of vehicle or ownership (original purchaser or subsequent purchasers). Whenever vehicles that are subject to a Safety Recall are brought to your dealership for service, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is released to the owner.