

National Driver Seat Armrest Missing

Service Category Service Department

Section 852

Technician Skill Level A

Market North America

Applicability

Mack

Years	Models
2023	AN, GR, PI

Introduction

On certain Mack AN, GR, PI model trucks the driver seat armrest is missing from the seat due to a shortage of parts. This Service Campaign covers trucks that were shipped short from the factory without an armrest installed on the driver seat. Mack Trucks now has a solution to install the missing armrest back onto the driver seat.

Production Change Information

This bulletin applies to vehicles built within the specified production changes below.

Brand	Engine	Emission Level	Starting Build Date	Ending Build Date
Mack	MP7-MP8	EM-USA17, EM-USA21	23-March-2022	24-August-2022

Warranty Information

This repair is covered by an authorized Service Program. Reimbursement is obtained through the normal claim handling process.		B
Main Labor Code	Description	Hours
1720-16-09-01	Campaign, General 0.1 x3	.03
Causal Part	23964068	
SCC Authorization Code	S7670	
Expiration Date	January 31, 2024	

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Parts Information

Verify part needed in IMPACT per VIN

Part Numbers	Part Names	Quantity
23964068	Arm rest, Black Mordura, RH	1
23964064	Arm rest, Black Mordura, LH	1
23964070	Arm rest, Grey Ultra Leather, RH	1
23964066	Arm rest, Grey Ultraleather, LH	1
23964071	Arm rest, Black Vinyl, RH	1
23964067	Arm rest, Black Vinyl, LH	1
24115629	Arm rest, Grey Vinyl, RH	1
23964065	Arm rest, Black Ultra Leather, LH	1
23964069	Arm rest, Black Ultra Leather, RH	1

Required Tools & Equipment

- N/A

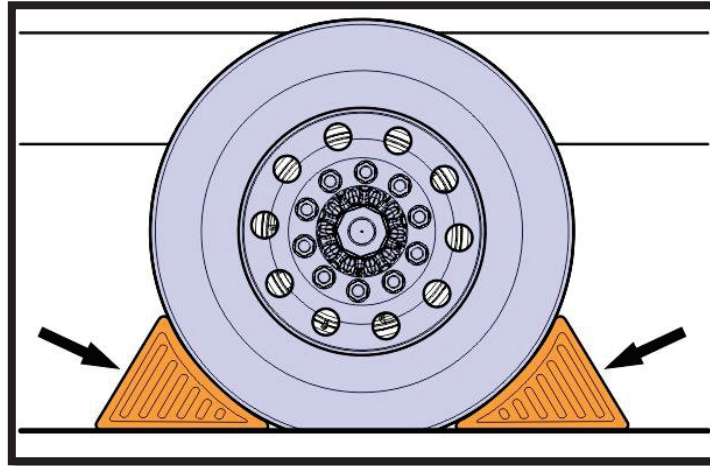
Calibration Information

- N/A

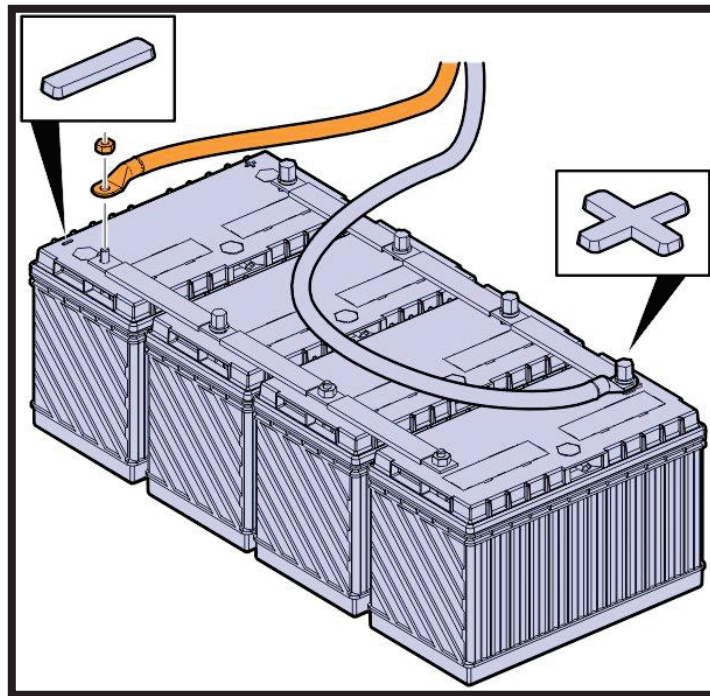
Repair Procedure

1. Park the vehicle on a level surface with the steering wheel in the straight-ahead position.
2. Apply the parking brake.
3. Place the gear lever in neutral.
4. Install the wheel chocks.

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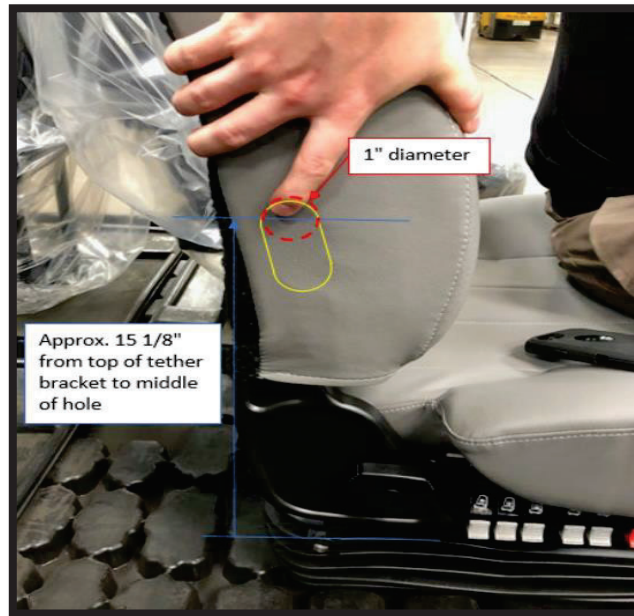


5. Disconnect the cable from the battery's negative terminal.

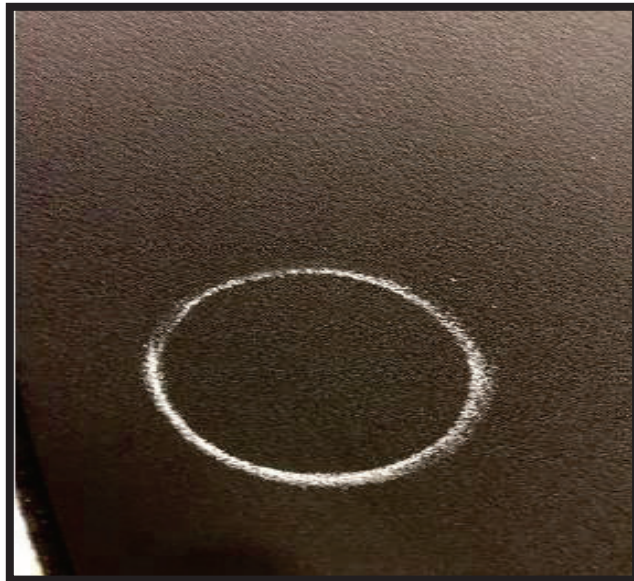


6. Tilt seat forward.
7. Locate the arm bracket on the vertical inboard side of the backrest under the fabric.
8. The bracket should be approximately 15 1/8 inches up from the top of the tether bracket.

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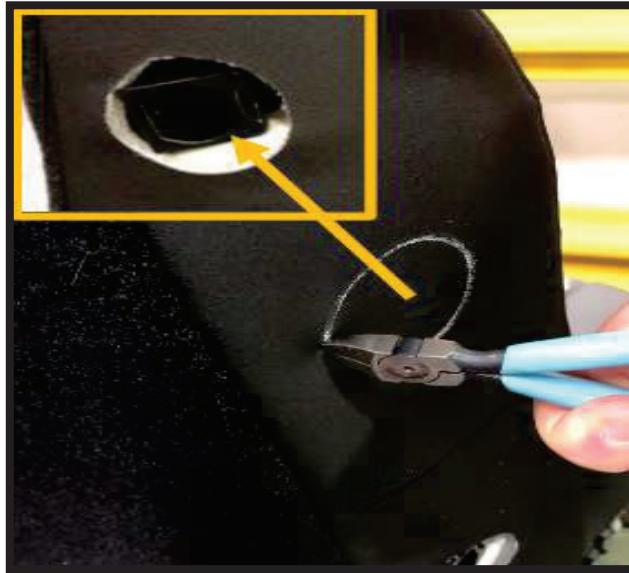


9. Using a marker, mark a 2" circle around the bracket.



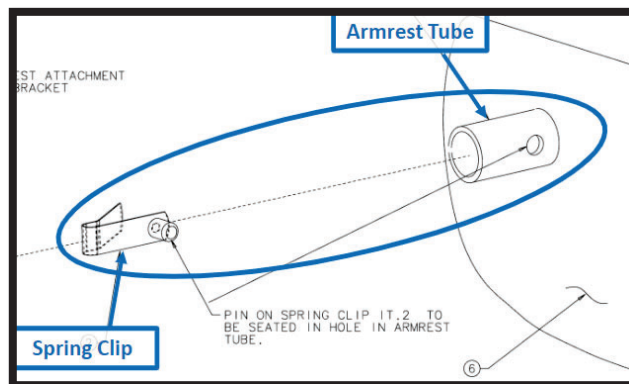
10. Using side cutters, cut and remove material from within the 2" circle.

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11. Install the spring clip into the armrest tube.

Note
The clip should be already installed into the armrest. If it is not, you will have to install it.



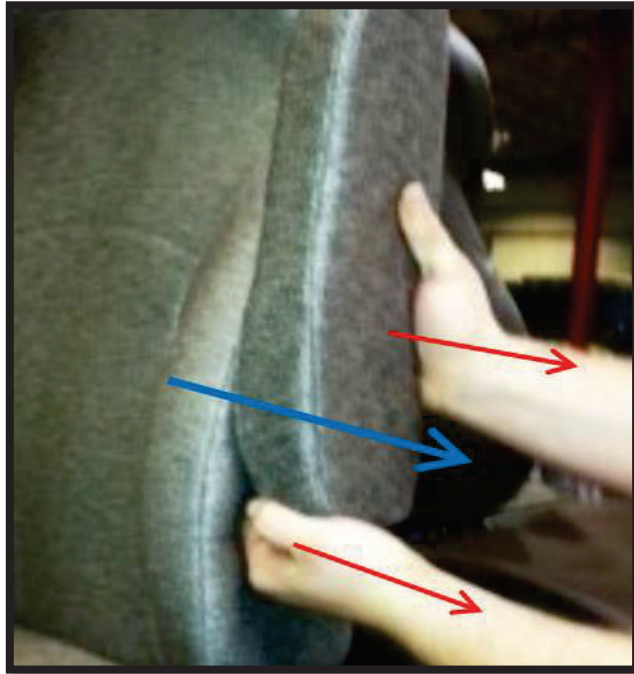
12. Make sure the button protrudes completely through the armrest tube before installing it in the seat. Grasp the end of the button and tug to verify it is securely in place.
13. Turn the tube so the button is facing forward, and the armrest is upright.
14. Insert the armrest tube into the seat back frame so that the button on the armrest locks into place.
15. Push firmly to insert the arm.

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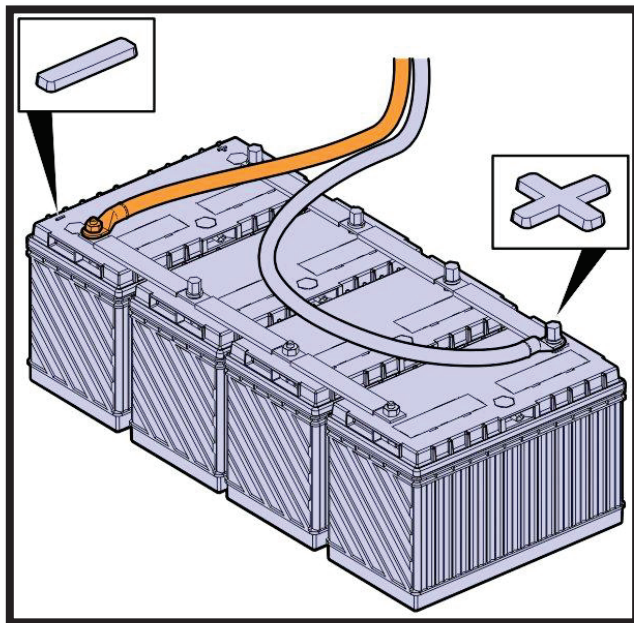


16. Rotate the armrest up and down thru 2 full cycles, making sure the arm clicks into the locking positions.
17. Verify 100% that the armrest is securely locked into the seat frame by pulling aggressively so that the pulling force is center of the armrest shaft/tube. Armrest should be tight and not pull out.

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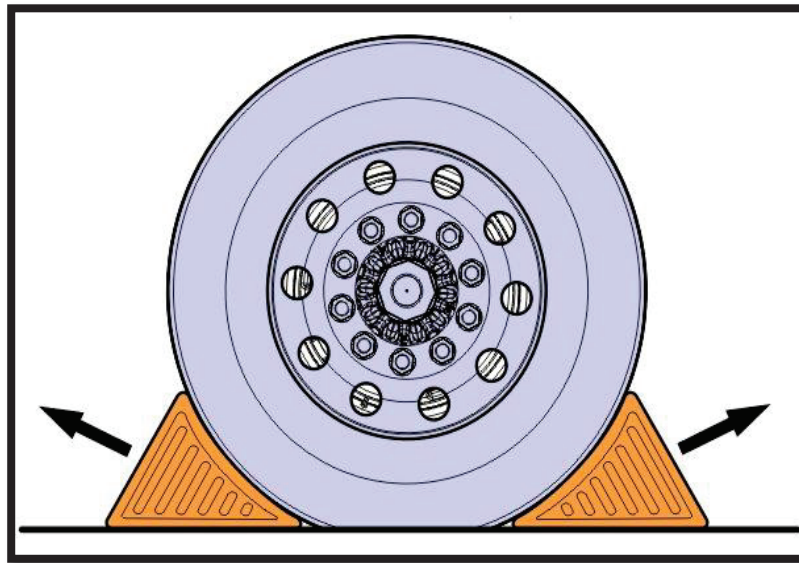


18. Connect the battery cable to negative (ground) terminal.



19. Remove the wheel chocks.

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20. Release truck to customer.