

# Part 573 Safety Recall Report

## 24V-567

**Manufacturer Name :** Mack Trucks, Inc.**Submission Date :** JUL 30, 2024**NHTSA Recall No. :** 24V-567**Manufacturer Recall No. :** SC0469**Manufacturer Information :****Population :**

Manufacturer Name : Mack Trucks, Inc.

Number of potentially involved : 242

Address : 2100 Mack Boulevard

Estimated percentage with defect : 100 %

PO Box M Allentown PA 18105-5000

Company phone : 610-709-2131

**Vehicle Information :**

Vehicle 1 : 2024-2025 Mack Anthem(AN)/Granite(GR)/Pinnacle(PI)

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The recall population is defined by specific vehicles equipped with Rolltek seat assemblies built between July 27, 2023 and May 10, 2024 when installation of the seat had transferred within our manufacturing operations without securing the installation requirements were being properly met . There are 242 Mack/2024-2025/ Anthem(AN)/Granite(GR)/Pinnacle(PI).

**Production Dates :** JUL 27, 2023 - MAY 10, 2024**VIN Range 1 : Begin :** 1M1AN2GY7RM045343 **End :** 1M1PN3GY3SM01592 ☒ Not sequential**Description of Defect :****Description of the Defect :** RollTek seat to seat pedestal and seatbelt attachment(s) may not have been properly torqued.**FMVSS 1 :** NR**FMVSS 2 :** NR**Description of the Safety Risk :** 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.**Description of the Cause :** Installation of RollTek seat process was relocated within the factory without ensuring tooling and work instructions were properly deployed to the work stations where the work was accomplished.**Identification of Any Warning that can Occur :** There are no warnings associated with this issue.

### Involved Components :

Component Name 1 : Drivers Seat

Component Description : SEARS/MID ROLLTEK W SKIRT

Component Part Number : 24115222

### Supplier Identification :

#### Component Manufacturer

Name : Mack

Address : 7900 National Service Road  
Greensboro North Carolina 27409

Country : United States

### Chronology :

May 13, 2024: Mack manufacturing operations initiates inquiry into their RollTek seat installation process relative to assembly operations being relocated within our facility.

May 28, 2024: Product Safety Evaluation Committee informed of a potential issue involving RollTek seat installation process and an investigation is opened.

July 8, 2024 Product Safety Evaluation Committee performs and initial review of the installation issues and requests product engineering assessment of the seat to seat pan torque information as well as the seat belt torque installation information.

July 22, 2024 Product Safety Evaluation Committee meets and reviews engineering findings and makes the recommendation that this be raised to the Product Safety Committee.

July 25, 2024 Product Safety Committee meets and determines that a product safety defect exists and vehicles will be recalled.

July 30, 2024 DIR report filed with NHTSA.

There have been no warranty claims, field reports, accidents or injuries reported with this issue.

Description of Remedy :

Description of Remedy Program :	Vehicles will be recalled and the RollTek seat installations will be corrected to include replacing and properly torquing seat to seat pedestal bolts and seat belt attachment bolts. 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 component has been properly installed and the seat to seat pan and seat belt attachment bolts properly torqued to specification. Drivers Seat, SEARS MID ROLLTEK W SKIRT, 241152222
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 May 20, 2024 MACK

Recall Schedule :

Description of Recall Schedule :	Dealer notification will begin on or before August 6, 2024 and owner notification will begin on or before September 27, 2024
Planned Dealer Notification Date :	AUG 06, 2024 - AUG 06, 2024
Planned Owner Notification Date :	SEP 27, 2024 - SEP 27, 2024

\* NR - Not Reported