

# SAFETY RECALL

Mack Trucks  
Greensboro, NC USA



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## Down View Mirror, Repair

### SAFETY RECALL INFORMATION:

(March 2019)

Mack Trucks has determined that a defect that relates to motor vehicle safety exists in certain Anthem, Granite or Pinnacle model vehicles manufactured from January 15, 2018, through January 11, 2019. The down view mirror may detach from the door. A mirror that falls from the vehicle could strike another vehicle or pedestrian. This may create the risk of an injury or crash.

Mack Trucks has received no reports of personal injury or a vehicle crash as a result of this condition. Therefore, Mack Trucks considers this as a proactive measure to protect the public and Mack Trucks' customers from the potential risk associated with this defect.

### VEHICLES AFFECTED:

Certain 2019-2020 Anthem, Granite and Pinnacle model vehicles manufactured from January 15, 2018, through January 11, 2019.

### VEHICLE IDENTIFICATION NUMBERS (VIN):

The total number of vehicles affected is 5203 (3874 U.S., 758 Canada, 74 Mexico and 497 Export).

## REPAIR SCENARIOS

### REPAIR SCENARIO 1:

Original down view mirror still installed on truck.

### REPAIR SCENARIO 2:

No down view mirror currently installed on truck. If the customer does not want to install the down view mirror, stop here and claim inspection time for vehicle only.

## REQUIRED PARTS

### REPAIR SCENARIO 1:

- 78537771 Bracket, mirror foot Qty 1
- 78537810 Gasket Qty 1
  - Note includes 2 screws in case disassembly strips current hardware
- 25160455 AVK (Rivet nut) Qty 3
- 25185871 Flange screw Qty 3

### REPAIR SCENARIO 2:

- 78537942 Mirror Assembly Qty 1
- 25160455 AVK (Rivet nut) Qty 3
- 25185871 Flange screw Qty 5

For scenario 2 only, it is required to order parts by contacting [campaign@macktrucks.com](mailto:campaign@macktrucks.com)  
In the body of the email include the following:

- VIN being repaired
- Dealer ID number
- PO number

A response will be provided within 2 hrs.

## DECOMMISSIONING THE TRUCK FOR REPAIR

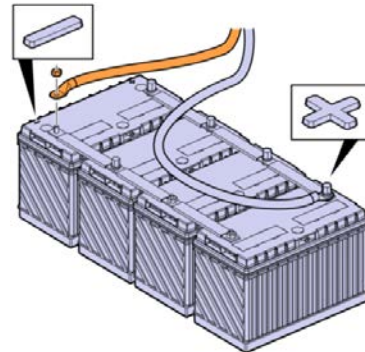
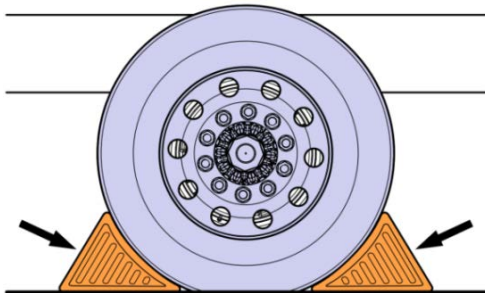


Do not attempt to repair or service this vehicle without having sufficient training, the correct service literature and the proper tools. Failure to follow this could make the vehicle unsafe and lead to serious personal injury or death.

### NOTE

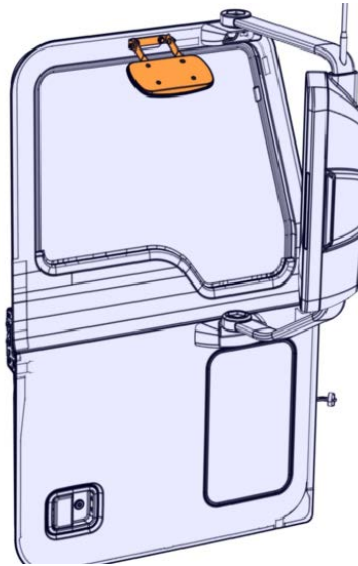
The Illustrations shown in this document are used for reference only and may differ slightly from the actual vehicle being serviced. However, the replacement procedure is represented as accurately as possible.

1. Secure the vehicle for service by parking on a flat and level surface, applying the parking brake, chocking the rear wheel and placing the transmission in neutral. Disconnect the cable from the battery's negative (ground) terminal.

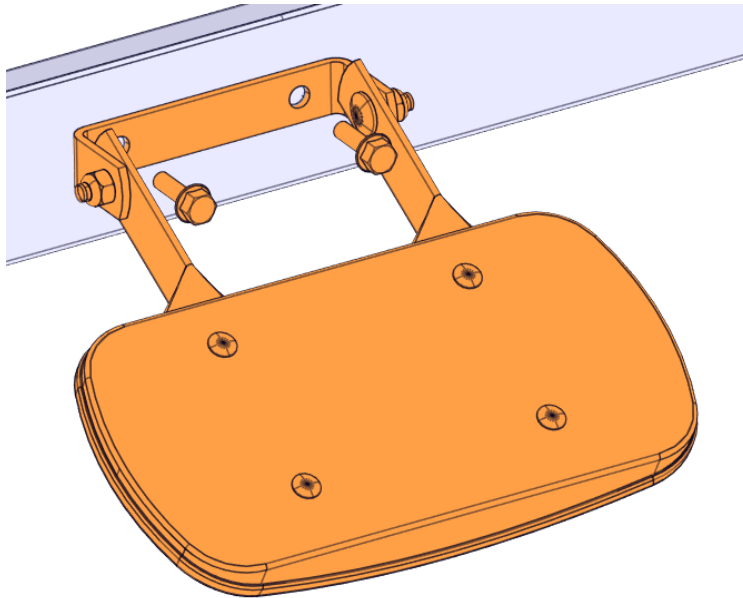


## REPAIR SCENARIO 1 PROCEDURE

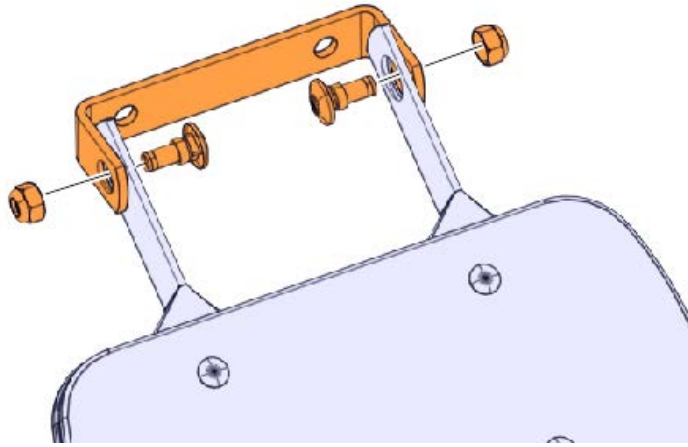
1. Identify the down view mirror.



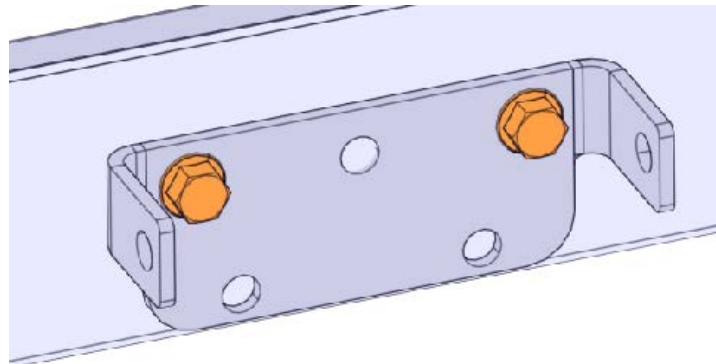
2. Remove the screws and mirror. Scrap the gasket. Retain screws for re-assembly.



3. Remove the screws and original bracket. Scrap the bracket. Retain the nylon washers and screws.

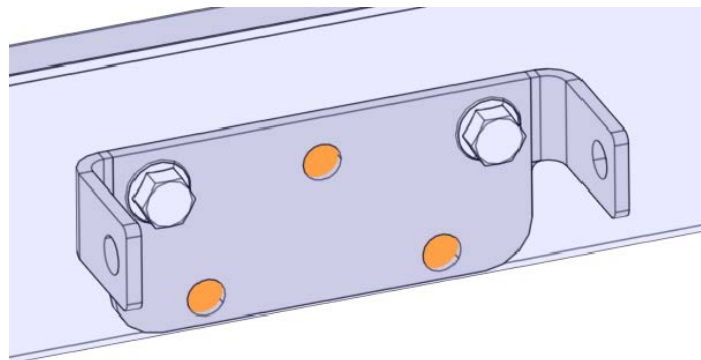


4. Install the new bracket (78537771) to be used as a template.

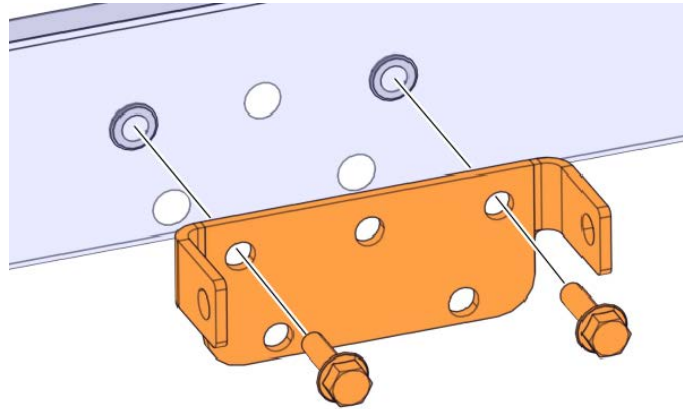


5. Drill the three new 8 mm holes in the door using the bracket as a guide

Note: Use a drill stop set to only penetrate the outer sheet metal.

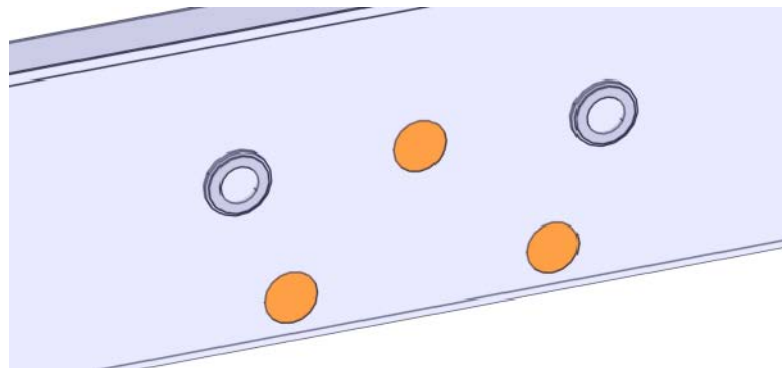


6. Remove the bracket and keep mounting bolts for assembly.

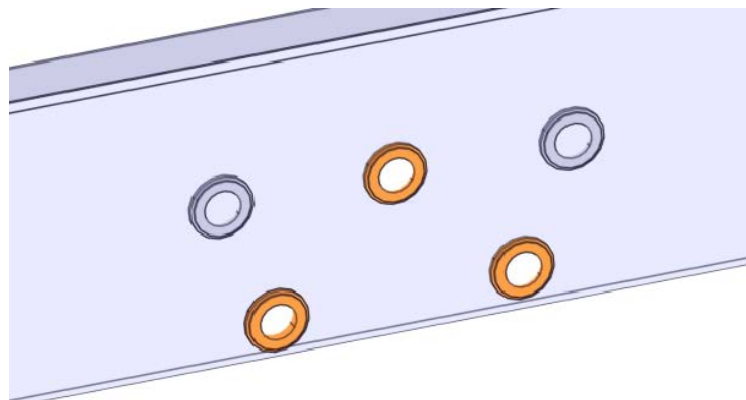


7. Enlarge the 8mm holes to 10 mm for installation of the AVK (rivet nuts).

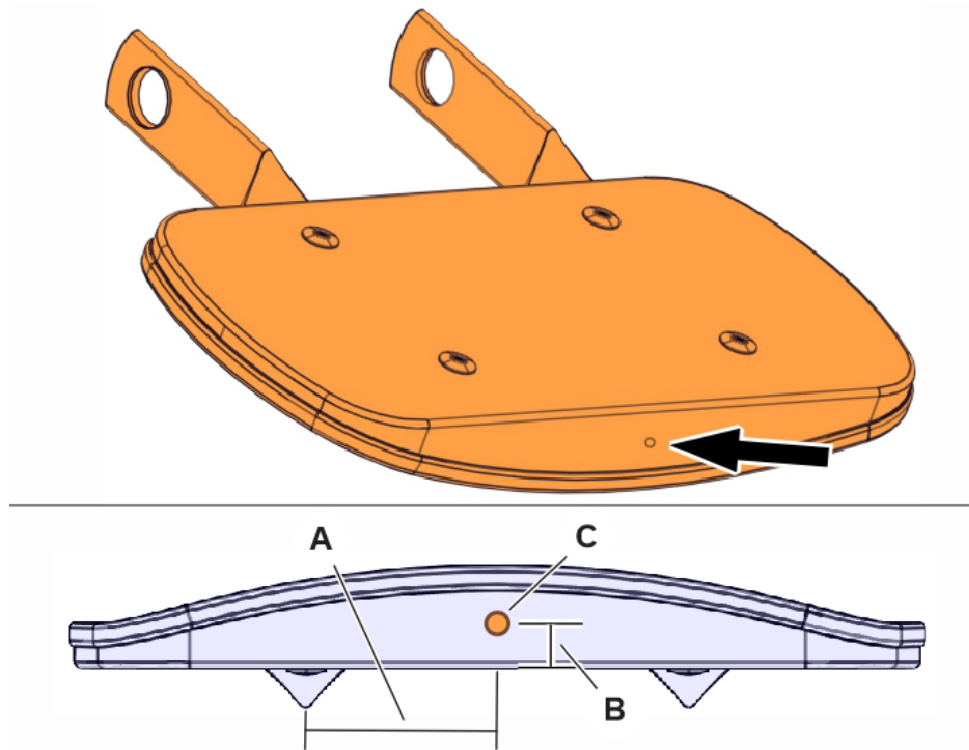
Note: Use a drill stop set to only penetrate the outer sheet metal.



8. Install the 3 AVKs (rivet nuts 25160455).

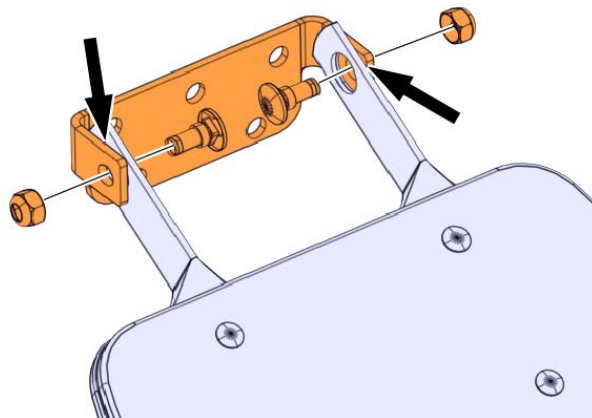


9. Find the center of the top of the mirror and drill a 5 mm drain hole.

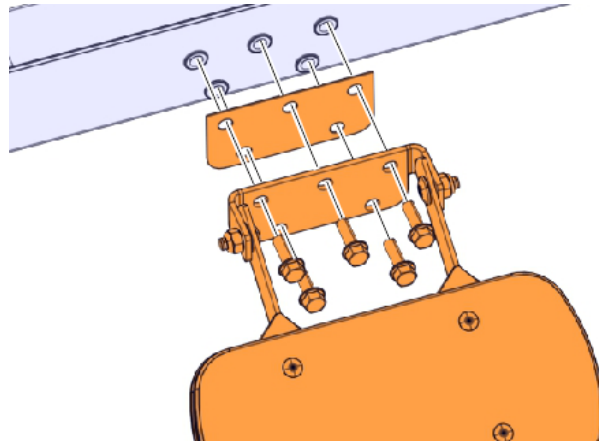


Item	Dimension
A	47.5 mm
B	10 mm
C	Diameter: 5 mm

10. Install the new bracket. Be sure to install the nylon washers between the metal parts.

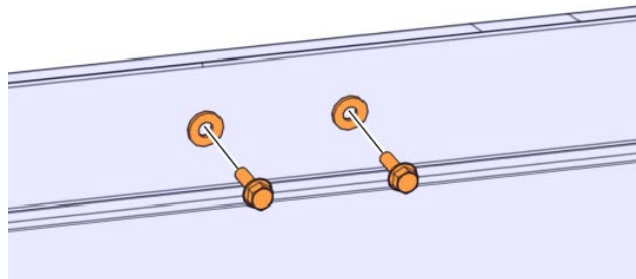


11. Install the new mirror assembly with the new gasket (78537810) using the original two bolts and three new bolts (25185871). Use hand tools to install bolts. Torque the bolts to 8 nm +/- 1.2 nm.



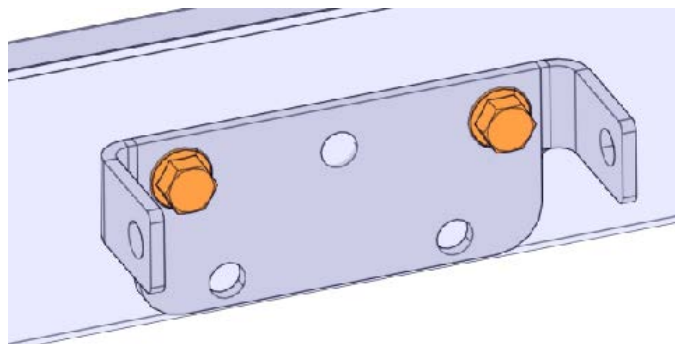
## REPAIR SCENARIO 2 PROCEDURE

1. Remove bolts.



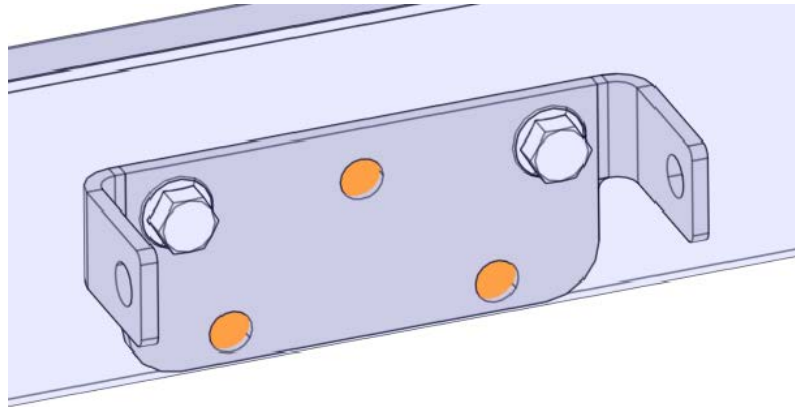
2. Install the new mirror assembly (78537942) to be used as a template.

**Note:** Mirror not shown in image for clarity.

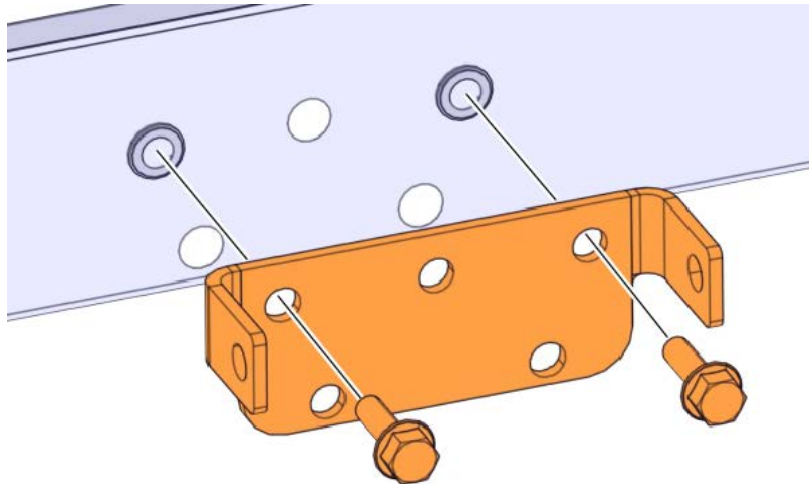




3. Drill the three new 8 mm holes in the door using the bracket as a guide

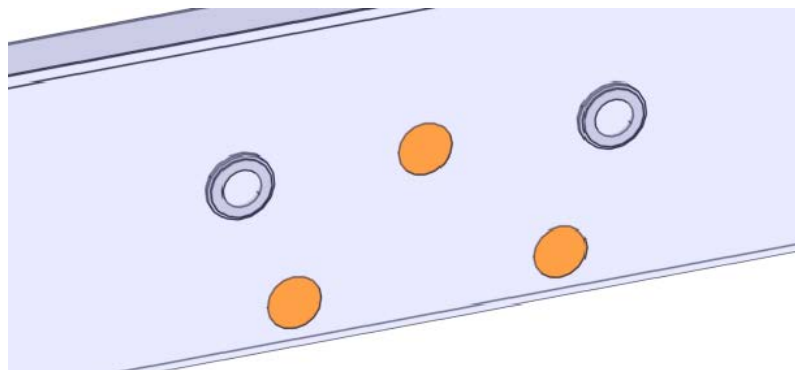


4. Remove the mirror and bracket and keep mounting bolts for assembly.

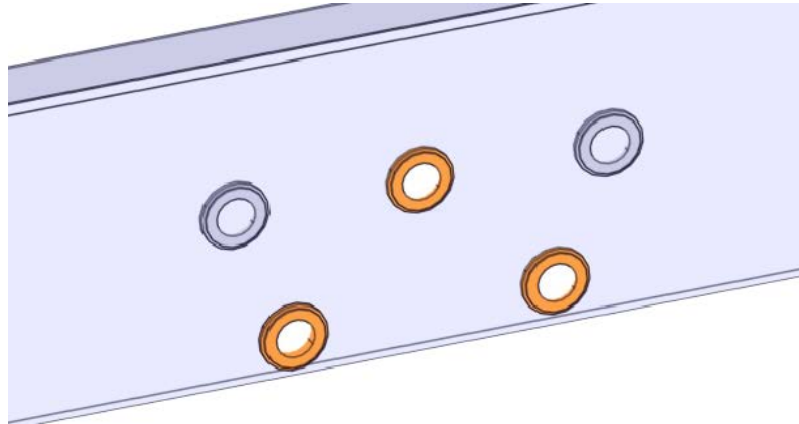


5. Enlarge the 8mm holes to 10 mm for installation of the AVKs (rivet nuts).

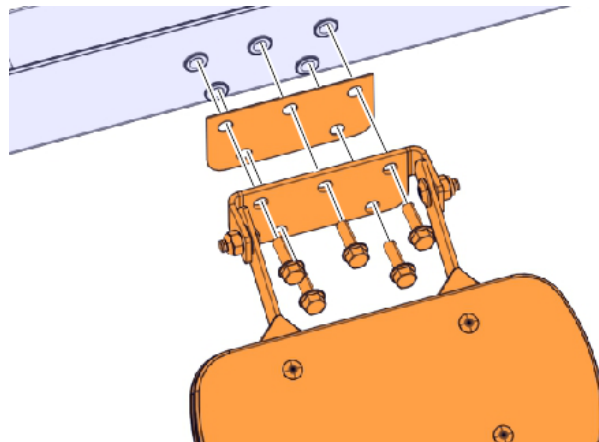
Note: Use a drill stop set to only penetrate the outer sheet metal.



6. Install the 3 AVKs (rivet nuts 25160455).



7. Install the new mirror assembly with the new gasket (78537810) and five bolts (25185871). Use hand tools to install bolts. Torque the bolts to 8 nm +/- 1.2 nm.



**REIMBURSEMENT:**

	UCHP Reimbursement
<b>Claim Type</b> (used only when uploading from the Dealer Business System)	R
<b>Recall Status</b>	
Vehicle repaired per instructions	1-Modified per instructions
<b>Labor Code</b>	
Primary Labor Code (Vehicle Inspection)	1700-06-02-01 0.1 hrs
Secondary Labor Code (Down View Mirror, Repair)	8461-16-09-01 0.4 hrs
<b>Causal Part</b>	82717494
<b>Authorization Number</b>	C6603

**Note:** Dealers are to perform Safety Recall Campaigns 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 are subject to a safety recall are brought to your dealership for service, or taken into your dealership vehicle inventory, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is sold or released to the owner.