

MAILED

OCT 03 2020

# SERVICE PROCEDURE

OCT 07 2020

Compliance Dept.

Compliance Dept.

20507

SEPTEMBER 2020

**SUBJECT: SAFETY RECALL**  
**Lower Trailing Arm to Lift Axle Bolts on certain HX® series trucks built 26 November 2019 thru 27 May 2020 with feature code 14WNM or 14WNY (Axle; lift type 20,000 lb. capacity self-steer axle)**

**DEFECT DESCRIPTION**

The bolts that attach the trailing arm to the steerable auxiliary lift axle may not be long enough to engage the locking feature of the corresponding nuts, which may cause a loss of clamp load that may result in fracture or loss of the bolt. This can result in foreign object debris on the roadway and increase the risk of a vehicle crash and / or injury.

**MODELS INVOLVED**

This safety recall involves certain HX® series trucks built 26 November 2019 thru 27 May 2020 with feature code 14WNM or 14WNY (Axle; lift type 20,000 lb. capacity self-steer axle).

**ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the Navistar Service Portal with safety recall 20507. Also complete any other open campaigns listed on the Service Portal at this time.

**PARTS INFORMATION**

Part Number	Part Description	Quantity
WCSRK2065WAR001	Hardware Service Kit	1

**WCSRK2065WAR001** contains the following parts:

Part Description	Quantity
WASHER FLAT, 0.91X4.25X0.25	8
WASHER FLAT, 0.88X1.50X0.13	4

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NUT LOCK 7/8-9 GRC, ZINC FINISH	2
CSCRW, 0.875, 12.000 LG, HEX, UNC, GR8, PL	2

## **SERVICE PROCEDURE**

**WARNING!** TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, 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 BOTH DIRECTIONS.

**WARNING!** TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, IF THE VEHICLE MUST BE RAISED, DO NOT WORK UNDER THE VEHICLE SUPPORTED ONLY BY JACKS. JACKS CAN SLIP OR FALL OVER.

**WARNING!** TO PREVENT PERSONAL INJURY AND / OR DEATH, ALWAYS WEAR SAFE EYE PROTECTION WHEN PERFORMING VEHICLE MAINTENANCE.

**WARNING!** TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND /OR DEATH, ALLOW COMPONENTS IN ENGINE COMPARTMENT TO COOL BEFORE SERVICING ENGINE OR VEHICLE.

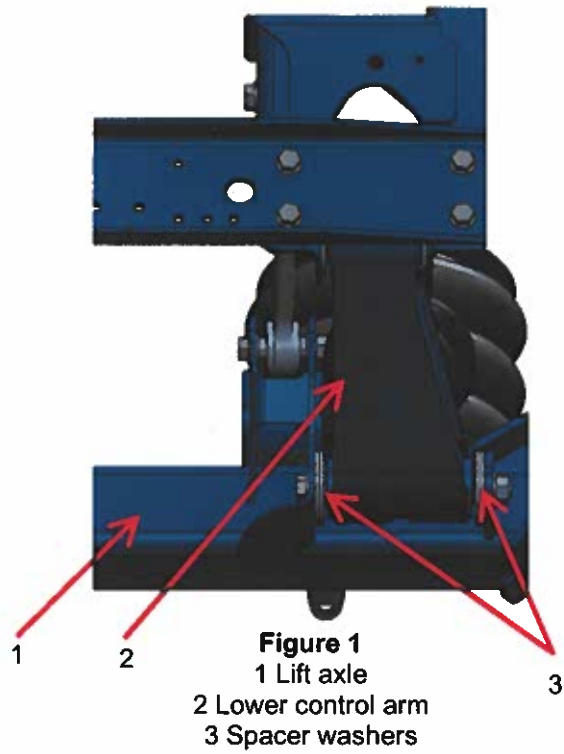
**WARNING!** TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, KEEP FLAMES OR SPARKS AWAY FROM VEHICLE AND DO NOT SMOKE WHILE SERVICING THE VEHICLE'S BATTERIES. BATTERIES EXPEL EXPLOSIVE GASES.

1. Bring vehicle into shop and park on flat surface.
2. Shift transmission to Park or Neutral and set parking brakes.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.
5. Lower the auxiliary lift axle so that the tires are in contact with the ground.
6. Depressurize the auxiliary lift axle air system.
7. If necessary, depressurize the entire vehicle air system if necessary.

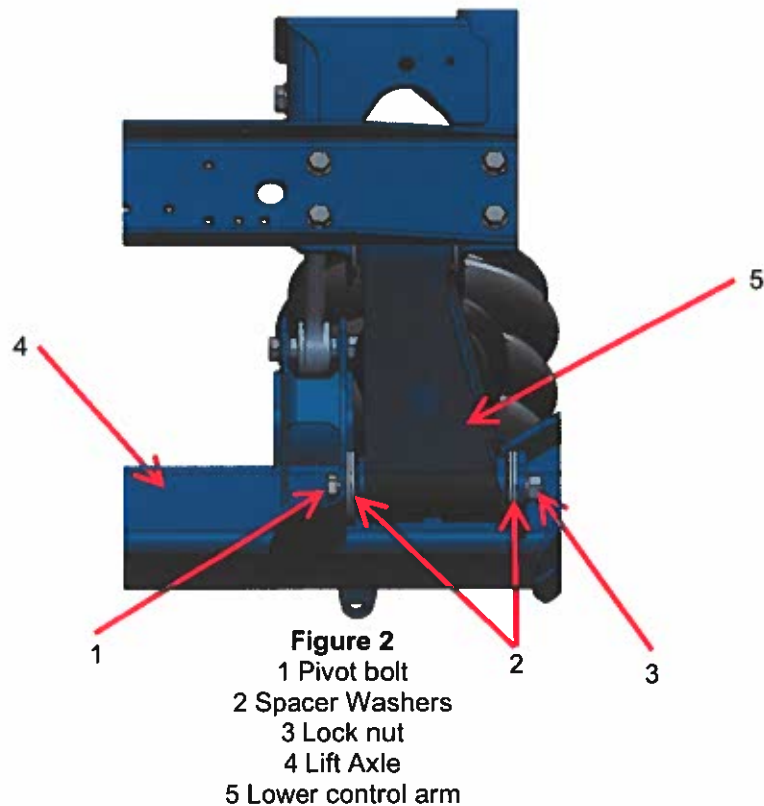
**NOTE: Only work on only one side of the vehicle at a time.**

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8. Starting on the Driver's side of the vehicle, note the lower control arm spacer washer (Figure 1, Item 3) locations.



9. Remove the lock nut (Figure 2, Item 3) from the pivot bolt (Figure 2, Item 1) that fastens the lower control arm (Figure 2, Item 5) to the lift axle (Figure 2, Item 4).

**CAUTION: Control arm may shift when bolt is removed.**

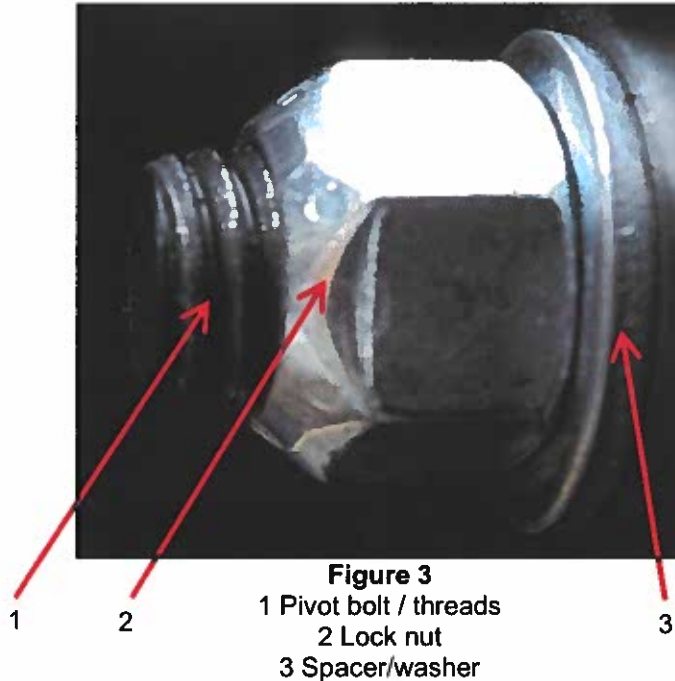
**NOTE: Support the auxiliary lift axle with adjustable supports such as jacks, stands, or straps so that it does not roll or move when the control arm bolts are removed.**

10. Using a punch and hammer, remove the pivot bolt (Figure 2, Item 1). Discard bolt and lock nut.
11. Pull the lower control arm (Figure 2, Item 5) down and remove the spacer washers (Figure 2, Item 2). Discard spacers washers.
12. Place a floor jack or other lifting device under the lower control arm (Figure 2, Item 5), then raise it into the lift axle (Figure 2, Item 4).
13. Install the lower control arm spacer washers (Figure 2, Item 2). For correct washer locations, reference notes taken in Step 8.
14. Align the lower control arm bushing sleeve with the pivot fastener holes in the lift axle.
15. Install the lower control arm pivot bolt (Figure 2, Item 1).

16. Install lock nut (Figure 2, Item 3) onto pivot bolt (Figure 2, Item 1) and snug the lower pivot fastener. Confirm fastener is fully engaged with the joint.

**NOTE: Only torque the lower pivot fastener on the lock nut side.**

17. Torque fastener by the nut to 365 lb-ft (15.39 N.m).



18. Inspect the Pivot bolt to verify a minimum of three threads (Figure 3, Item 1) protrudes from the end of the lock nut (Figure 3, Item 2).
19. Repeat steps 8 through 18 to replace the passenger side lower control arm to lift axle fasteners
20. If the vehicle's air system was depressurized, start engine to build air pressure to full system pressure.
21. Raise lift axle to the stowed (raised) position.
22. Remove wheel chocks.

## END OF SERVICE PROCEDURE

## **LABOR INFORMATION**

<b>Operation Number</b>	<b>Description</b>	<b>Time</b>
A40-20507-1	Replace lower control arm to lift axle fasteners	1.5 Hrs.

## **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.

DO NOT REMOVE  
**INTERNATIONAL**  
Campaign No.  
VIN  
Eng.#  
**COMPLETED**  
Service Location Code #  
DO NOT REMOVE

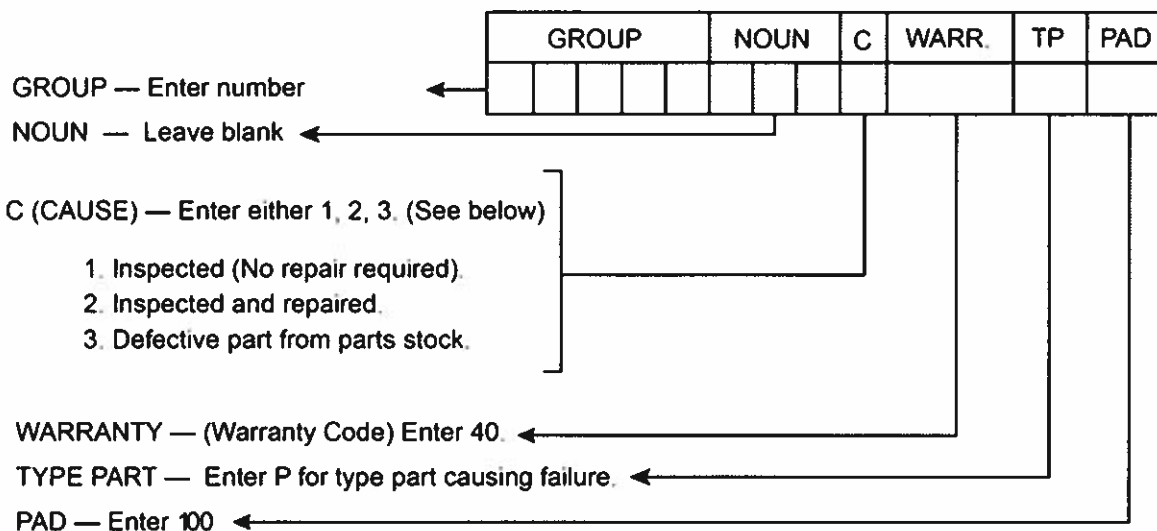
## **ADMINISTRATIVE / DEALER RESPONSIBILITIES**

### **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 20507.

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, a barrel of oil, or a tube of silicone) should be prorated for the cost of the individual pieces / amount used during each repair.



## 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. 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.

## **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.**

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### **VEHICLE RECALL 20507**