

# **SERVICE PROCEDURE**

**ON ISIS**

JAN 20 2023

Compliance Dept

22524 / 22548  
JANUARY, 2023

**SUBJECT: SAFETY RECALL 22524 Variation 22548  
Hex Flange Lock Nut on certain International®  
eMV™, HV™, and MV™ Series trucks built 01/19/2022  
thru 08/16/2022 and certain IC Bus® CE Series  
buses built 03/03/2022 thru 08/10/2022.**

## **CUSTOMER LETTER**

**NOTE: Customer will receive letter indicating Safety Recall 22524, however the recall card will indicate the required repair remedy variation. The proper remedy variation for a specific VIN can be found on the International® Service Portal<sup>SM</sup> summary tab under OPEN RECALLS.**

Print ready (PDF file) copy of the International [Customer Letter](#)

Print ready (PDF file) copy of the IC Bus [Customer Letter](#)

## **DEFECT DESCRIPTION**

A specific hex flange lock nut used in several, but not all, steering and / or suspension locations may have not been properly formed and heat treated to Navistar's specifications and can result in a loss of joint tension as the vehicle ages. A loss of joint tension in these joints may affect vehicle handling and could contribute to a vehicle crash.

## **MODELS INVOLVED**

This Safety Recall involves certain International® eMV™, HV™, and MV™ Series trucks built 01/19/2022 thru 08/16/2022 and IC Bus® CE Series buses built 03/03/2022 thru 08/10/2022.

## **ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with Safety Recall 22548. Also complete any other open campaigns listed on the Service Portal at this time.

## **PARTS INFORMATION**

<b>Part Number</b>	<b>Part Description</b>	<b>Quantity</b>
1675448C1	NUT HEXAGON FLGD LOCK 3/4X16UNF-2B	7

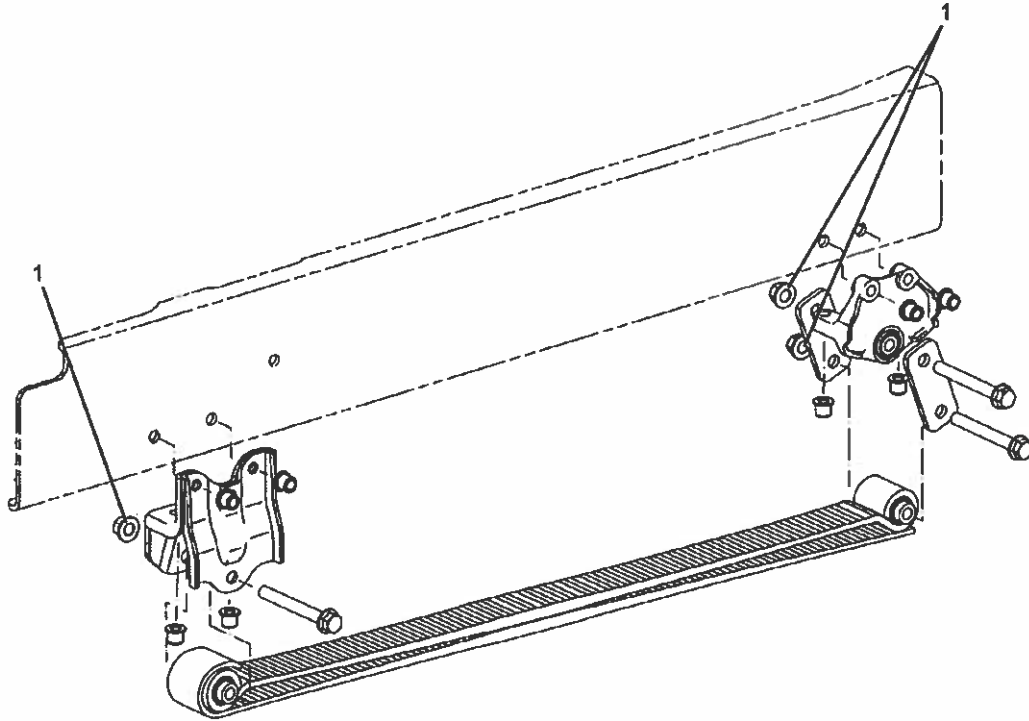
## **SERVICE PROCEDURE**

**WARNING!** To prevent personal injury and / or death, or damage to property, 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 either direction.

**WARNING!** To prevent personal injury and / or death, or damage to property, 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.

1. Park vehicle on flat surface.
2. Shift transmission to Park or Neutral and set parking brake.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.
5. Unlatch and open hood.
6. Using jack, raise front axle and support vehicle on jack stands.



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**Figure 1. Steer Axle Shackle**

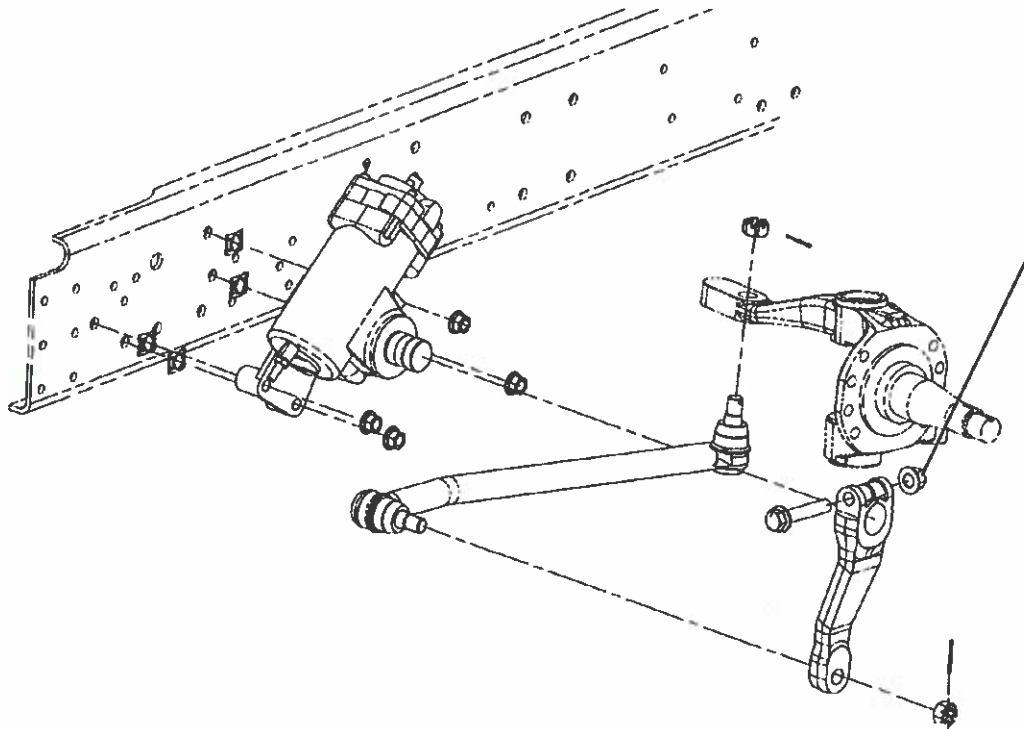
1. Nut (3)

**WARNING!** To prevent personal injury and / or death, or damage to property, if the vehicle must be raised, do not work under the vehicle supported only by jacks. Jacks can slip or fall over.

7. Access nuts (Figure 1, Item 1) securing the front steer axle shackle.

**NOTE:** After installation of each nut, ensure at least one thread is protruding past the top edge of the nut.

8. Remove and replace nuts (Figure 1, Item 1). Using a torque wrench, tighten nuts to 330 - 370 lb-ft (450 - 500 N·m).
9. Repeat Steps 7 and 8 for opposite side.



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**Figure 2. TRW Pitman Arm Nut**

1. Nut

**NOTE: If necessary, rotate steering wheel to allow for access.**

10. Access Pitman arm nut (Figure 2, Item 1).

**NOTE: After installation of each nut, ensure at least one thread is protruding past the top edge of the nut.**

11. Remove and replace nut. Using a torque wrench and backup wrench positioned on bolt, tighten nut to 330 - 370 lb-ft (450 - 500 N·m).
12. Raise vehicle, remove jack stands, and lower vehicle.
13. Close and latch hood.
14. Remove wheel chocks.

## **END OF SERVICE PROCEDURE**

## **LABOR INFORMATION**

<b>Operation Number</b>	<b>Description</b>	<b>Time</b>
A40-22548-1	Replace All Affected Hex Flange Lock Nuts	0.6 hr

## **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.



The image shows a rectangular label with a black border. At the top, it says "DO NOT REMOVE" in white. Below that, the word "INTERNATIONAL" is printed in bold. The label contains several fields for information: "Campaign No.", "VIN", "Eng.#", "COMPLETED", and "Service Location Code #". At the bottom, it says "DO NOT REMOVE" again in white.

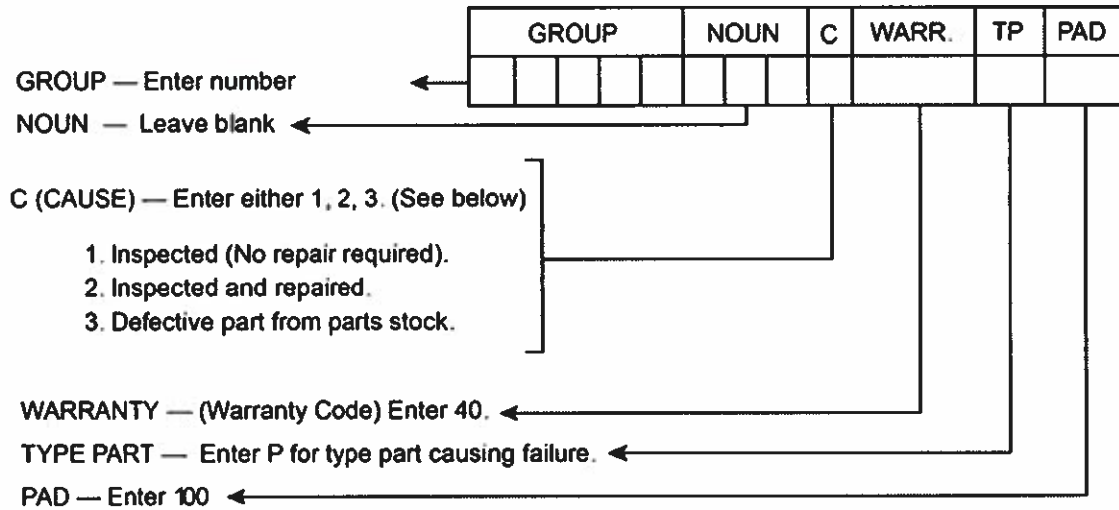
## **ADMINISTRATIVE / DEALER RESPONSIBILITIES**

### **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 22548.

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



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## 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.**