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Compliance Dept.

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# **SERVICE PROCEDURE**

**16502  
APRIL 2016**

**SUBJECT: SAFETY RECALL  
Hood Latch Straps on certain CE S models built 02  
March 2015 thru 13 January 2016**

## **DEFECT DESCRIPTION**

The hood latch straps used to latch the hood closed may become elongated and not return to their original specified length which could result in the hood latch not staying in the latched position when driving and may cause the hood to open during vehicle braking conditions. The hood opening during braking conditions when driving may obstruct the operator's visibility resulting in an increased risk of a vehicle crash.

## **MODELS INVOLVED**

This safety recall involves certain CE S models built 02 March 2015 thru 13 January 2016.

## **ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with Safety Recall 16502. 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>
8900270R91	Bus Hood Latch Strap Kit	1

8900270R91 contains the following parts:

<b>Part Description</b>	<b>Quantity</b>
Strap, Hood Hinge	2
Speed Nut	2

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**VEHICLE RECALL 16502**

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1

## **SERVICE PROCEDURE**

**GOVERNMENT REGULATION: ENGINE FLUID (OIL, FUEL, AND COOLANT) MAY BE A HAZARD TO HUMAN HEALTH AND THE ENVIRONMENT. HANDLE ALL FLUID AND OTHER CONTAMINATED MATERIALS (SUCH AS FILTERS AND RAGS) IN ACCORDANCE WITH APPLICABLE REGULATIONS. RECYCLE OR DISPOSE OF ENGINE FLUIDS, FILTERS, AND OTHER CONTAMINATED MATERIALS ACCORDING TO APPLICABLE REGULATIONS.**

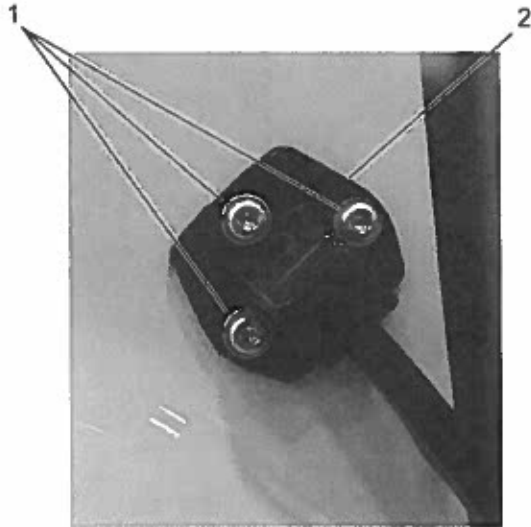
**WARNING! TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, PARK VEHICLE ON HARD FLAT SURFACE, TURN THE ENGINE OFF, SET THE PARKING BRAKE AND INSTALL WHEEL CHOCKS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS.**

**WARNING! TO PREVENT 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.**

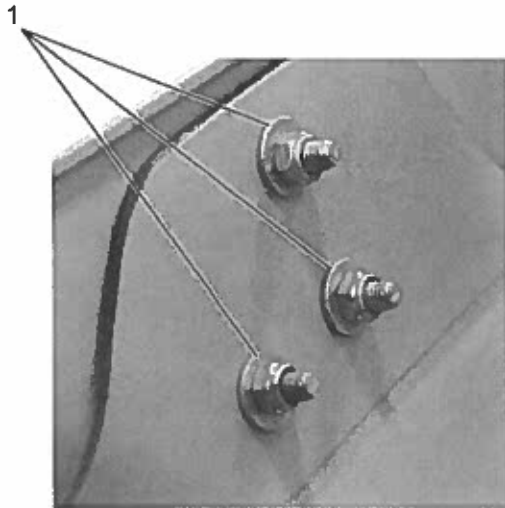
1. Park vehicle on flat surface.
2. Shift transmission to Park or Neutral and set parking brakes.
3. Install wheel chocks.
4. Unlatch hood.



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**Figure 1. Hood Latch Strap Retainer Housing**

- 1. Bolt (3)
- 2. Retainer housing



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**Figure 2. Retainer Housing Fasteners**

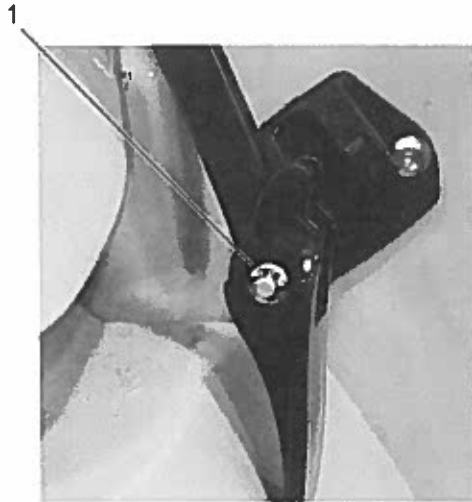
- 1. Nut and washer (3)

**NOTE: Driver-side depicted in graphics, passenger-side considered typical.**

- 5. Raise hood to allow access to three nut and washer assemblies (Figure 2, Item 1) securing hood latch strap retainer housing (Figure 1, Item 2).

**NOTE: Save fasteners and housing for reuse.**

6. Remove three bolts (Figure 1, Item 1), along with nut and washer assemblies securing retainer housing. Pull out retainer housing and disengage hood strap at retainer housing.



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**Figure 3. Hood Strap Speed Nut**

1. Speed nut

7. Remove speed nut (Figure 3, Item 1) securing pin from latch handle. Discard speed nut.

**NOTE: Save pin and latch handle for reuse.**

8. Remove pin and latch handle from strap. Discard strap.

**NOTE: When installing strap into retainer housing, make sure latch handle is facing correct side.**

9. Using kit-supplied strap and speed nut, align and position latch handle onto strap. Insert previously removed pin through latch handle and strap. Install kit-supplied speed nut onto pin.
10. Position opposite end of kit-supplied strap into retainer housing.
11. Position hood latch strap retainer into place; install previously removed bolts, nut and washer assemblies. Using torque wrench, tighten to 27 - 44 lb-in (3 - 5 N·m).

12. Repeat Steps 5 through 11 on passenger side.
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>
A40-16502-1	Replace Hood Latch Strap; Both Sides	0.4 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.



### **ADMINISTRATIVE / DEALER RESPONSIBILITIES**

#### **WARRANTY CLAIMS**

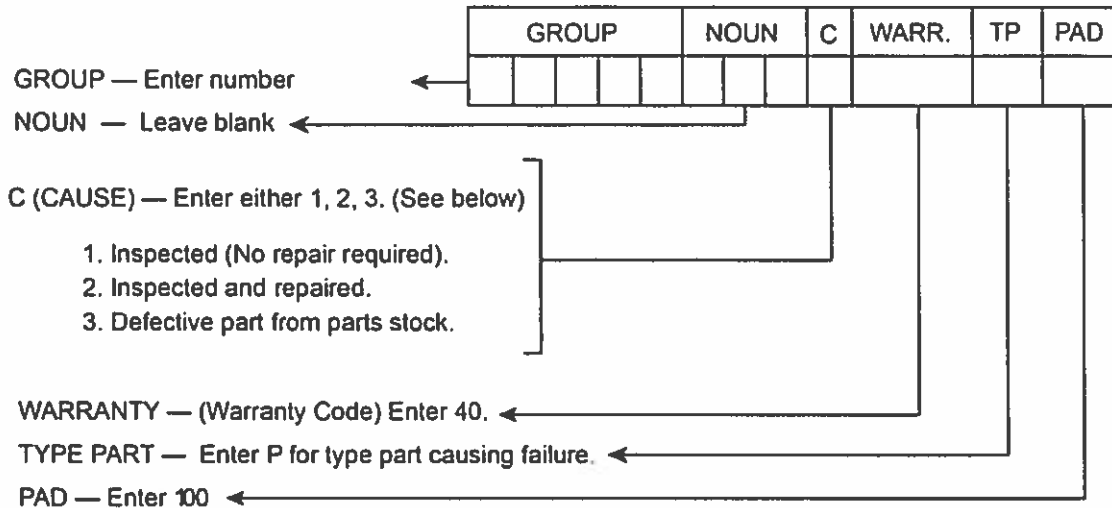
Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 16502.

It is important that the coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Policy Manual, Section 7.1.8.

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.

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#### **VEHICLE RECALL 16502**



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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.**

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### **VEHICLE RECALL 16502**