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JAN 04 2017

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Compliance Dept

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SERVICE PROCEDURE

16511

January, 2017

SUBJECT: SAFETY RECALL

Formed Heater Hose on certain 2012 BE commercial buses built on 02 November 2010 and certain 2011 thru 2016 CE commercial buses built 01 July 2010 thru 04 February 2015 with feature code 48PPJ or 48PPP (water shutoff valve, inside forward of driver heater).

DEFECT DESCRIPTION

The formed heater hose to the driver's heater over time may fatigue, resulting in a split hose, which could cause hot engine coolant to leak into the operator's foot area. If the hose were to burst, the hot coolant spilling into the operator's foot area could result in a burn injury or possible sudden lateral vehicle movement, which could result in a motor vehicle crash.

MODELS INVOLVED

This safety recall involves certain BE and CE commercial bus models with Navistar 2010 emissions. This includes certain 2012 BE commercial buses built on 02 November 2010 and certain 2011 thru 2016 CE commercial buses built 01 July 2010 thru 04 February 2015 with feature code 48PPJ or 48PPP (water shut off valve, inside forward of driver heater).

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service Portal™ with Safety Recall 16511. Also complete any other open campaigns listed on the Service Portal at this time.

PARTS INFORMATION

Part Number	Part Description	Quantity
3817030C2	Hose, Heater, Bus Body	1

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 either direction.

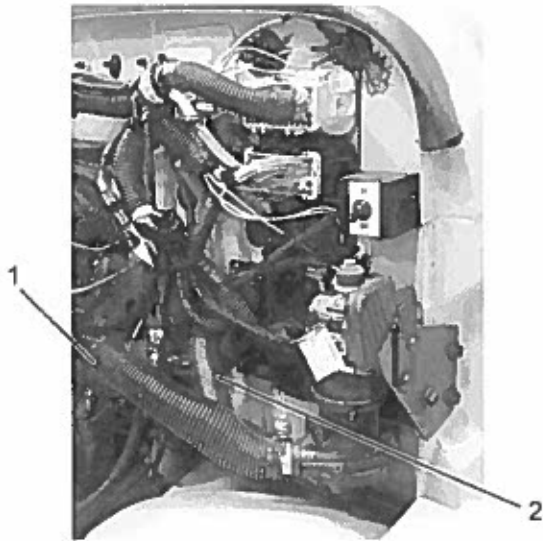
WARNING! To prevent personal injury and / or death, always wear safe eye protection when performing vehicle maintenance.

WARNING! To prevent property damage, personal injury, and /or death, allow engine / vehicle components to cool before servicing.

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.

WARNING! To prevent property damage, personal injury, and / or death, remove the ground cable from the negative terminal of the battery box before disconnecting any electrical components. Always connect the ground cable last.

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

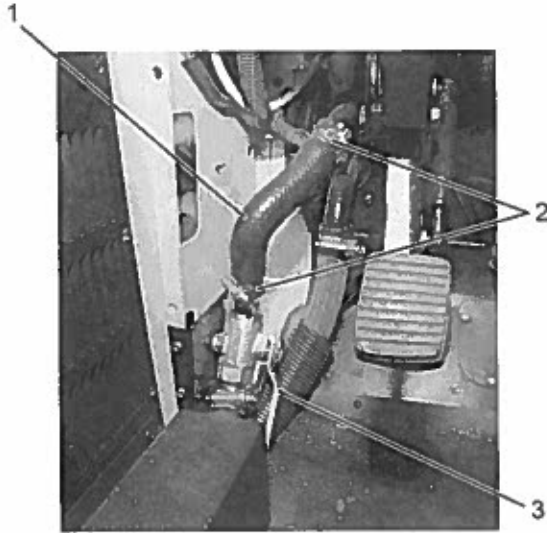


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Figure 1. Rear of Engine Compartment, Driver Side

1. Plastic tubing
2. Upper heater hose

5. Peel back plastic tubing (Figure 1, Item 1) covering upper heater hose (Figure 1, Item 2) on driver's side of bus.
6. Using a crimp tool, crimp off upper heater hose (Figure 1, Item 2).
7. Remove metal panel at left (driver-side) kick panel.



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Figure 2. Driver-Side Interior, Kick Panel Removed

1. Formed hose
2. Hose clamp (2)
3. Manual shutoff valve

8. Close manual shutoff valve (Figure 2, Item 3).

NOTE: Save hose clamps for reuse.

9. Loosen hose clamps (Figure 2, Item 2) on both ends of formed hose (Figure 2, Item 1). Remove and discard hose.
10. Place recently removed hose clamps onto replacement hose. Install replacement hose.
11. Position hose clamps (Figure 2, Item 2) at both ends of formed hose (Figure 2, Item 1) and if equipped, tighten constant torque clamps to 70 lb-in (8 N•m).
12. Open manual shutoff valve.
13. Install metal panel at left (driver-side) kick panel.
14. Remove crimp tool from upper heater hose. Restore plastic tubing to its original position.
15. Close and latch hood.

16. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-16511-1	Replace Formed Heater Hose	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.



DO NOT REMOVE

INTERNATIONAL

Campaign No. _____

VIN _____

Eng.# _____

COMPLETED

Service Location Code # _____

DO NOT REMOVE

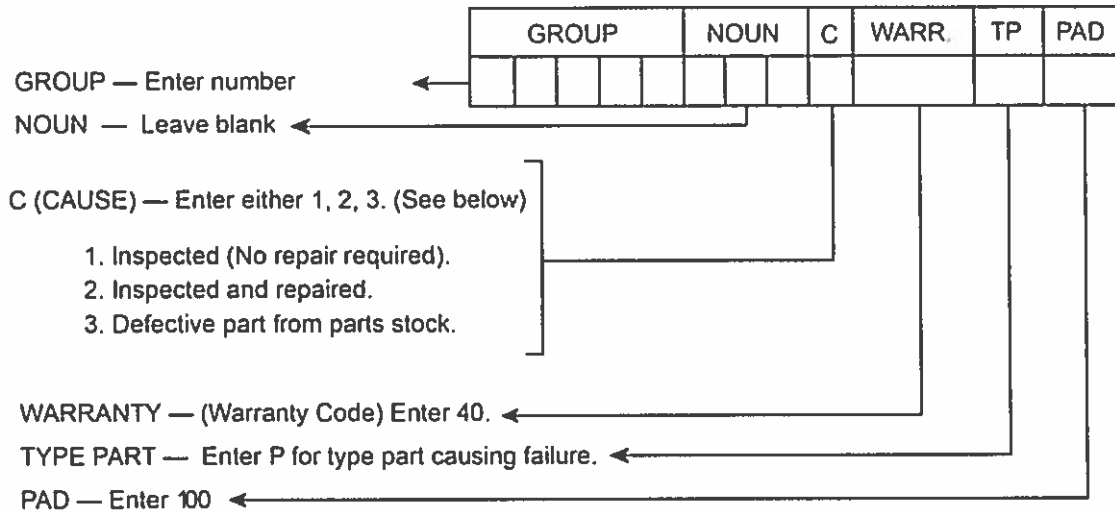
ADMINISTRATIVE / DEALER RESPONSIBILITIES

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 16511.

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,

VEHICLE RECALL 16511

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.

