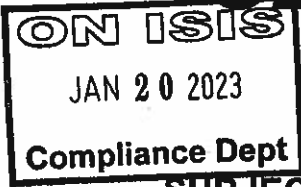


SERVICE PROCEDURE



22524 / 22538
JANUARY, 2023

SUBJECT: SAFETY RECALL 22524 Variation 22538
Hex Flange Lock Nut on certain IC Bus® RE
commercial buses built 05/23/2022 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 PortalSM summary tab under OPEN RECALLS.

Print ready (PDF file) copy of the [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 IC Bus® RE commercial bus models built 05/23/2022 thru 08/10/2022.

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with Safety Recall 22538. Also complete any other open campaigns listed on the Service Portal at this time.

PARTS INFORMATION

Part Number	Part Description	Quantity
1675448C1	NUT HEXAGON FLGD LOCK ¾ X 16 UNF-2B	4

VEHICLE RECALL 22538

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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 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.

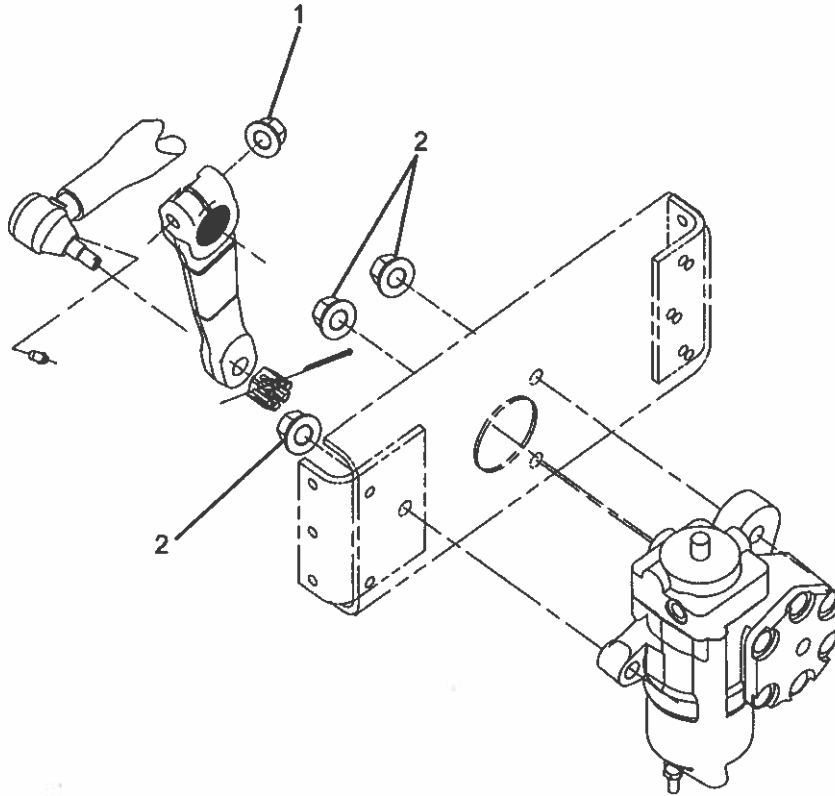
WARNING! To prevent personal injury and / or death, always wear safe eye protection when performing vehicle maintenance.

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

WARNING! To prevent personal injury and / or death, or damage to property, keep flames or sparks away from vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel explosive gases.

WARNING! To prevent personal injury and / or death, or damage to property, 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 brake.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.
5. Using jack, raise front axle and support vehicle on jack stands.



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Figure 1. TRW Pitman Arm Nut and Steering Gear Mounting

1. Pitman arm nut
2. Steering gear nut (3)

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

6. Access Pitman arm nut (Figure 1, Item 1) securing pinch bolt.

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

7. 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).

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

8. Access three steering gear mounting nuts (Figure 1, Item 2).
9. Remove and replace nuts one at a time. Using a torque wrench and backup wrench positioned on bolt, tighten nut to 330-370 lb-ft (450-500 N·m).
10. Raise vehicle, remove jack stands, and lower vehicle.
11. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-22538-1	Replace All Affected Hex Flange Lock Nuts	0.5 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

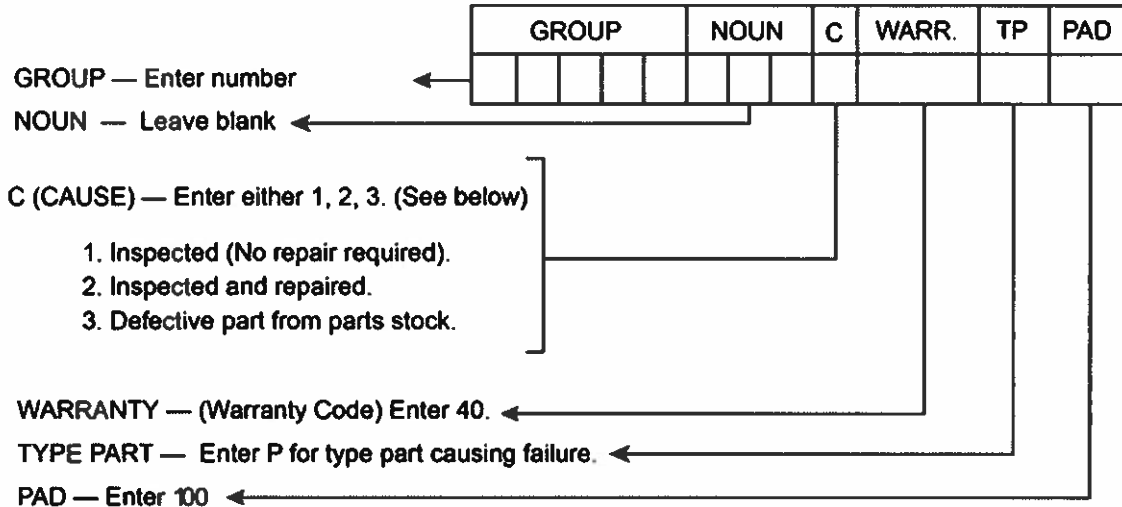
WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 22538.

Section 7 of the Warranty Policy and Procedures Manual contains further information related to the submission and processing of AFC / Recall claims.

VEHICLE RECALL 22538

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.

VEHICLE RECALL 22538

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.

