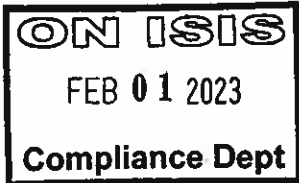


SERVICE PROCEDURE

22527
FEBRUARY, 2023

SUBJECT: SAFETY RECALL



Transverse Torque Rod Fasteners on certain 2022 and 2023 IC Bus® CE school bus models and 2022 IC Bus® RE and Electric CE school bus models built 02/01/2022 thru 11/15/2022 with feature code 14TBH, 14TBS, or 14TBT (Suspension, rear, air single; International IROS)

CUSTOMER LETTER

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

DEFECT DESCRIPTION

The fasteners of the transverse torque arm to the rear axle housing may not have been tightened to their specified value at time of assembly. Over time, they may become loose or separate, resulting in the rear axle shifting from side to side. In a bus application, a rear axle that shifts from side to side can cause reduced handling performance and may result in an increased risk of injury if students must be transferred to another bus near the roadway.

MODELS INVOLVED

This safety recall involves certain 2022 and 2023 IC Bus® CE school bus models and 2022 IC Bus® RE and Electric CE school bus models built 02/01/2022 thru 11/15/2022 with feature code 14TBH, 14TBS, or 14TBT (Suspension, rear, air single; International IROS).

ELIGIBILITY

This procedure applies **ONLY** to vehicles marked in the International® Service Portal™ with Safety Recall 22527. Also complete any other open campaigns listed on the Service Portal at this time.

VEHICLE RECALL 22527

PARTS INFORMATION

Part Number	Part Description	Quantity
8900326R91	Kit; IROS Fasteners	1

8900326R91 contains the following parts:

Part Description	Quantity
Bolt	2
Hex Lock Nut	2

SERVICE PROCEDURE

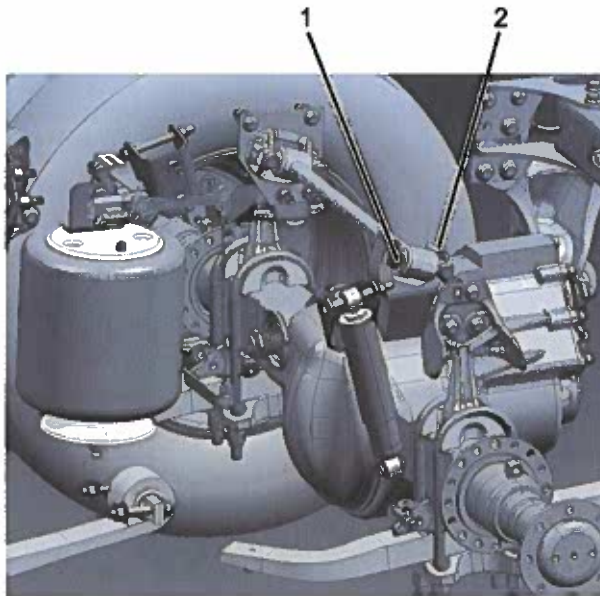
WARNING! To prevent personal injury and / or death, or damage to property, park vehicle on hard flat surface, turn the engine off, set the parking brake and install wheel chocks to prevent the vehicle from moving in either direction.

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.

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.

1. Park vehicle on flat surface.
2. Shift transmission to Park or Neutral and set parking brake.
3. Turn vehicle to Key OFF position.
4. Install wheel chocks.



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Figure 1. Transverse Torque Rod Axle

1. Transverse torque rod axle side bolt (2)
 2. Transverse torque rod axle side nut (2, 1 not shown)
5. Remove bolts (Figure 1, Item 1) and nuts (Figure 1, Item 2) that fasten transverse torque rod to axle. Discard bolts and nuts.
 6. Install new bolts (Figure 1, Item 1) and nuts (Figure 1, Item 2) that secure transverse torque rod to axle.
 7. Tighten nuts to 217-239 lb-ft (294-325 N•m).
 8. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-22527-1	Replace Torque Rod Bolts	0.5 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 22527.

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.

GROUP	NOUN	C	WARR.	TP	PAD

GROUP — Enter number ←

NOUN — Leave blank ←

C (CAUSE) — Enter either 1, 2, 3. (See below)

1. Inspected (No repair required).
2. Inspected and repaired.
3. Defective part from parts stock.

WARRANTY — (Warranty Code) Enter 40. ←

TYPE PART — Enter P for type part causing failure. ←

PAD — Enter 100 ←

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VEHICLE RECALL 22527

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.