

SERVICE



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**23507R4
July, 2024**

**SUBJECT: SAFETY RECALL
Grille surround on certain 2020 thru 2024
International® HX® Series trucks built 03/13/2019
thru 02/28/2023**

CUSTOMER LETTER

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

REVISION STATEMENT

Parts Information and Service Procedure have been updated to begin replacing grille surrounds on HX520 Series trucks.

DEFECT DESCRIPTION

Over time, the grille surround may come loose from the eight mounting brackets that secure it to the hood. This may cause the grille surround to separate from the truck. A grille surround that separates from the truck and falls to the roadway while the vehicle is in operation can increase the risk of a vehicle crash that may result in property damage, personal injury, or death.

MODELS INVOLVED

This safety recall involves certain 2020 thru 2024 International® HX® Series trucks built 03/13/2019 thru 02/28/2023.

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with Safety Recall 23507. Also complete any other open campaigns listed on the Service Portal at this time.

PARTS INFORMATION

Part Number	Part Description	Quantity
8900370R91	Grille Surround HX615 / HX620	1
8900380R91	Grille Surround HX520	1

Table 1 Parts Information

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, always wear safe eye protection when performing vehicle maintenance.

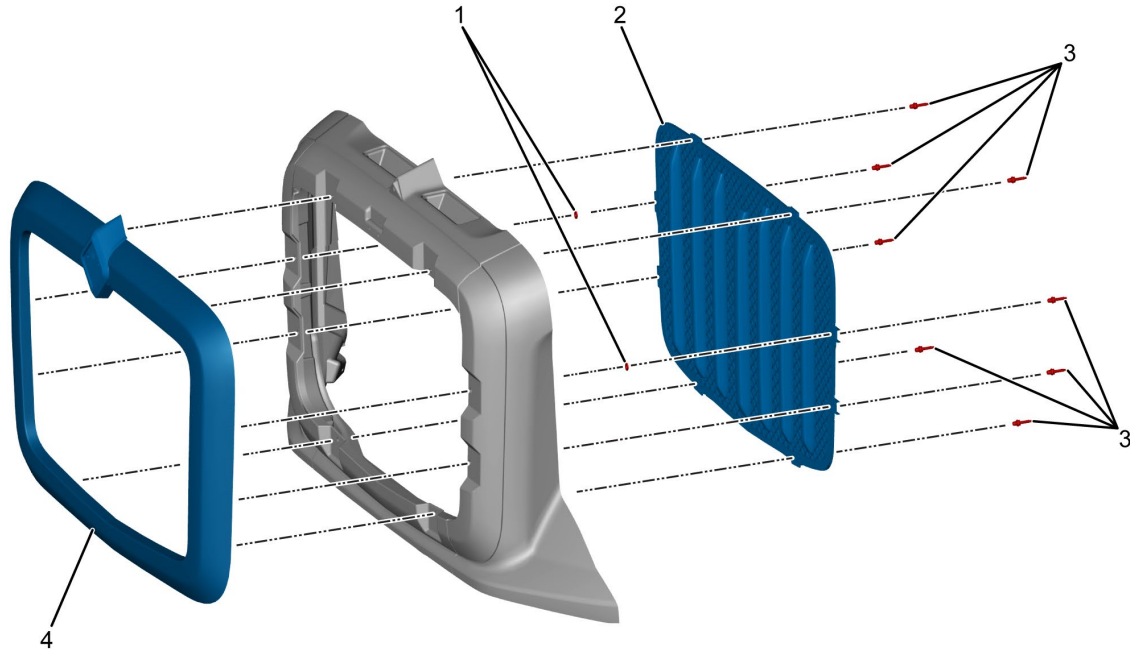
WARNING! To prevent personal injury and / or death, or damage to property, allow engine / vehicle components to cool before servicing.

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.

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.

Instructions to Replace Grille Surround on HX615 and HX620 Series Trucks

1. Unlatch and open hood.



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Figure 1. HX615 and HX620 Models Grille Surround Removal

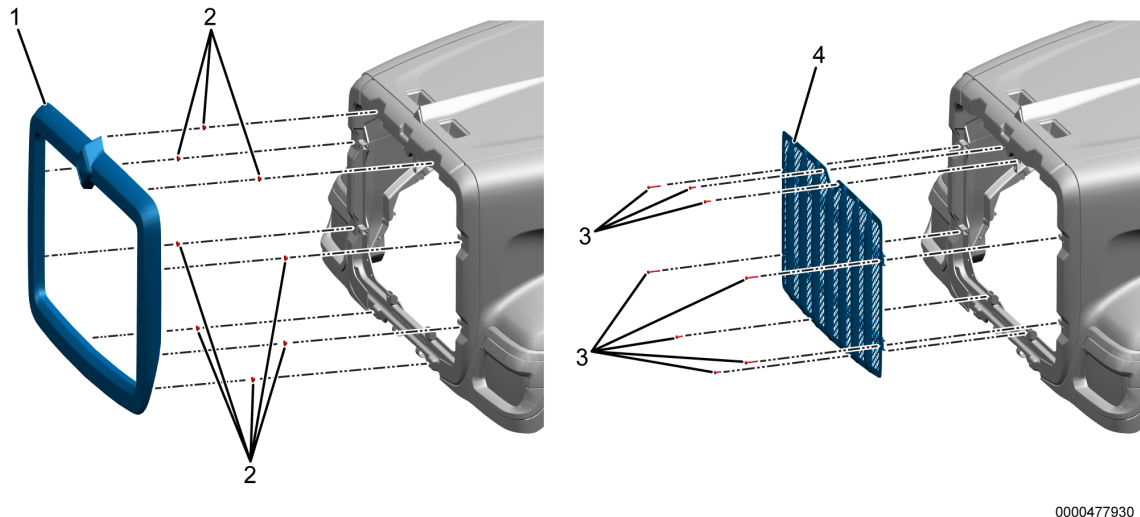
1. M8 palnut (2)
 2. Grille assembly
 3. M8 Keps nut (8)
 4. Grille surround
2. Remove eight M8 Keps nuts (Figure 1, Item 3) from the back of grille surround (Figure 1, Item 4). Save M8 Keps nuts for reuse.
 3. Remove grille assembly (Figure 1, Item 2) from truck by pushing inward and rotating 90 degrees to remove it through hood opening.
 4. Remove two M8 palnuts (Figure 1, Item 1) from stud by rotating them counterclockwise. Save M8 palnuts for reuse.
 5. Remove and discard grille surround (Figure 1, Item 4).
 6. With hood in open position, position new grille surround (Figure 1, Item 4) into place on hood and install two M8 palnuts (Figure 1, Item 1).
 7. Install grille assembly (Figure 1, Item 2) inserting it through hood front opening, rotate grille 90 degrees, and position into place.

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8. Install eight M8 Keps nuts (Figure 1, Item 3) and tighten nuts to 5.3–6.6 lb-ft (7.2–9.0 N·m).
9. Close and latch hood.
10. Remove wheel chocks.

Instructions to Replace Grille Surround on HX520 Series Trucks



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Figure 2. HX520 Model Grille Surround Removal

1. Grille surround
2. M8 prevailing torque nut (8)
3. M8 Torx® bolts (8)
4. Grille assembly

NOTE: The eight M8 Torx® bolts must be returned to their original positions when grille assembly is installed. Because these bolts are different in length, each bolt needs to go back exactly where it was removed.

1. With hood closed, remove eight M8 Torx® bolts (Figure 2, Item 3) from center of grille assembly (Figure 2, Item 4). Save Torx® bolts for reuse.
2. Remove grille assembly (Figure 2, Item 4) and safely set aside.
3. Remove eight M8 prevailing torque nuts (Figure 2, Item 2) from back of grille surround (Figure 2, Item 1). Save nuts for reuse.
4. Remove grille surround (Figure 2, Item 1) from hood. Discard grille surround.

5. With hood in closed position, install grille surround (Figure 2, Item 1) and position on hood and install M8 prevailing torque nuts (Figure 2, Item 2) and tighten nuts to 5.3–6.6 lb-ft (7.2–9.0 N·m).
6. Position grille assembly (Figure 2, Item 4) into place and install M8 Torx® bolts (Figure 2, Item 3) and tighten bolts to 6.4–7.9 lb-ft (8.7–10.7 N·m).
7. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-23507-6	Replace Grille Surround	0.5 hrs

Table 2 Labor Information

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

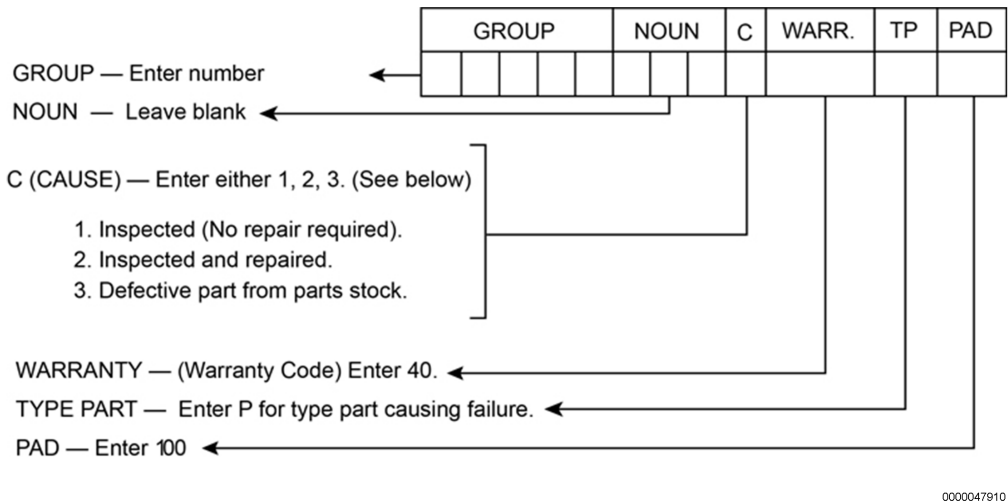
WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 23507.

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. Federal law prohibits a dealer from delivering under a sale or lease, a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification of a recall until the defect or noncompliance is remedied.

.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.